



# SCOTTSDALE POLICE DEPARTMENT

2003 ANNUAL REPORT

## TABLE OF CONTENTS

### PART ONE

From the Desk of Chief Alan G. Rodbell	1
2003 City of Scottsdale Statistics	3
City of Scottsdale Crime Clock	4
Brief History of the Scottsdale Police Department	5
Scottsdale Police Department Command Staff	6
Organizational Charts	7
Chief's Awards of Excellence	11
Critical Response Award	12
City Manager's Awards of Excellence	12
Additional Award Presentations	12
In Remembrance - Chief Walter Nemetz	13
In Remembrance - Teleserve Specialist Lonny Land	14
In Remembrance of Sergeant Thomas Hontz	15

### PART TWO

#### Office of the Chief

Budget Office	16
Community Relations Unit	17
Crime Prevention	18
Emergency Services	19
Alarm Enforcement Program	21
Internal Affairs Unit	22

### PART THREE

#### Uniformed Services Bureau

District 1 Patrol	23
District 2 Patrol	24
District 3 Patrol	25
Special Operations Division	26
Traffic Enforcement Section	27
Motor Squad	27
Nighttime DUI Squad	28
Accident Investigation Unit	28
Photo Enforcement	29
Special Events Unit	30
Explorer Post 908	30
Volunteers in Policing	30
Patrol Enforcement Section	31
Bike Unit	31
Canine Unit	32
HEAT Unit	35
Mounted Unit	36
Detention Section	37

## **PART FOUR**

### **Professional Development/Investigative Services Bureau**

Investigative Services Division	38
Crimes Against Persons Section	39
Violent Crimes Unit	39
Sex Crimes Unit	40
Domestic Violence Unit	41
Family Advocacy Center	42
School Resource Unit	43
Gang Liaison Officer Program	44
Crimes Against Property Section	45
Auto Crimes Unit	45
Burglary Unit	46
Fraud Unit	47
Pawn Detail	49
Repeat Offender Program Unit	49
Warrant Detail	49
Special Investigation Section	50
Drug Enforcement Unit	50
DEA Task Force Group 21	52
Criminal Intelligence Unit	53
Special Assignment Unit/Surveillance/SWAT	54
Police Crisis Intervention Unit	55
Personnel Development Division	56
FTO Program	56
Police Academy	56
Personnel Unit	57
Training Unit	58
Volunteers	59

## **PART FIVE**

### **Administrative Services Bureau**

Communications Division	60
Dispatch Unit	60
Teleserve Unit	61
Switchboard Unit	61
Forensic Services Division	62
Identification Services Unit	63
Crime Scene Unit	63
Criminalistics Unit	63
Property & Evidence Unit	64
Planning, Research & Accreditation Division	65
Planning & Research Unit	65
Strategic Plan	66
Accreditation Unit	67
Policy Development Unit	67
Police Records & Analysis Division	70
Records Unit	70
Crime Analysis Unit	71
Special Services Division	72
Quartermaster Services Unit	72
Fleet Logistic Services Unit	72
Communications Support Services Unit	72
Support Services Unit	72
Technology Services Division	73
Systems Administration & Support Unit	73
Communications Technology Unit	75
How to Reach Us	76
How to Apply for a Career or Volunteer	76
Credits	76

**FROM THE DESK OF  
CHIEF ALAN G. RODBELL**

I want to take a moment to thank everyone for what has been a very productive and successful year. We have accomplished much as a Police Department, a large part due to your commitment and dedication. We have made significant inroads into all three of the department's priorities.

Northwestern University will begin our Deployment study in January, our Strategic Plan is complete, and while it is in the review phase, we have followed our commitment to it with this year's budget submission. In the first week of January 2004, the two Vendors for our RMS/CAD needs will be here to conduct on site demonstrations.

We have had other major accomplishments as well. We recently completed the on-site for our Reaccreditation from CALEA. The three assessors were extremely complimentary of all those they had an opportunity to meet. They spoke highly of our HEAT Team, Aggressive Driver Program, Mounted Unit, the Advocacy Center, as well as our facilities. They identified our S.M.I.L.E. program (winner of the prestigious IACP Seavey Award) and the Bait Cars as exemplarily programs. This accomplishment is everyone's success and I thank you for your efforts.

Our Crime Scene Specialists also received Accreditation this year through the American Society of Crime Laboratory Directors/Laboratory Accreditation Board. We are the first Law Enforcement Department in the State to receive such recognition.

Congratulations to our CSS staff and to all those who helped achieve this honor.

Our ID Section implemented the hardware and software necessary to connect to the FBI Database, allowing our examiners to perform latent print searches nationally. This should have a tremendous impact on our ability to close cases.

We have made some minor inroads in the expansion of our Communications Unit. This additional space, and space we hope to reconstruct after the New Year, should provide some relief to what are crowded conditions. It is our hopes to get D3 dispatch up and running in the near future.

The Family Advocacy Center held its grand opening in February. Since that time there have been over 140 interviews conducted with an additional 30 walk-ins and over 80 counseling sessions, for both children and adults in crisis. What makes our center particularly unique is there has also been 125 Sexual Assault exams conducted on the premises as well. Along with their work at the Advocacy Center, PCIS specialists responded to virtually all child and adult sexual assault calls. This resulted in a 20 percent increase in intervention services to victims.

The VCU Unit handled several major cases this year. Two cases in particular required our Detectives to travel to New York and Las Vegas in an attempt to solve difficult homicides. Both cases were brought to successful closure due to their hard work and perseverance.

We achieved a 14 percent clearance rate for burglaries and 18 percent clearance rate for theft this year. The Arizona average for both is 6.7 and 15.8 percent respectively. As of September, there has been an 18 percent decrease in burglaries for the same period last year. There are a number of reasons for these numbers. The credit belongs to the first responders, the officers patrolling the neighborhoods, Dispatch, Crime Analysis, our Crime Prevention efforts, the crime scene processors, our latent print examiners, HEAT and ROP unit members, as well as the wonderful efforts of our Burglary Detectives. This is a clear indication of how effective Teamwork can be.

We have had other successes impacted on property crime as well. We were the first department in the State to deploy a Bait Car. With funding from ATA and local insurance companies, we now have a total of three bait vehicles. With the assistance of our Communications and Patrol Divisions, we have effected 8 arrests thus far. SPD has achieved an 18 percent clearance rate in stolen vehicles this fiscal year compared to the State average of 9.5. With full deployment of our Bait Cars, this can only get better.

Enforcement action has not been the whole story, however. Our Auto Crimes Unit has been active in Crime Prevention efforts also. The Unit has continued with their Auto theft displays and VIN etching throughout the Scottsdale community.

The newly funded ROP Unit

has successfully targeted 51 career offenders, averaging 18 per month. Since the Team's inception in July, twenty repeat offenders have already been sentenced for an average of 5.8 years. It is anticipated that this will have tremendous impact on our Property Crime rates in the future.

Our Narcotic unit successfully concluded a number of important cases this year. Among them, Operation "X-Out" in cooperation with DEA, resulted in 34 arrests and a seizure of illegal street drugs valued at over \$570,000. DEA further partnered with us to provide a series of three public education forums aimed at parents in our community.

We have been fortunate to have partnered with DEA, as well as the FBI, in a number of other ventures. We are a member of the FBI's Joint Terrorism Task Force. Membership will open lines of communication between us, when we can benefit from it the most. And the DEA has been assisting us with our efforts with interdiction at the Scottsdale Airport.

Other cases involved the Hell's Angels and "Operation Steel Horse". This resulted in over \$200,000 in street drugs seized and 25 indictments.

One of our largest joint operations this year involved officers from USB and ISB working as a team. The City's new Massage Ordinance required a massive undertaking of training and preparation, inspections, stings, and investigations. Which, by and of itself, could have been overwhelming, but taking into

consideration, it was conducted at the same time Operation Steel Horse was being ramped up, is very impressive.

We also provided a multiple of training opportunities, not only to ourselves, but to the Valley as well. The Training Division's partnership with the Public Agency Training Council, out of Indiana, provided free training opportunities for many of us that otherwise would not have existed in these tight budget times. Our Mounted Unit hosted the National Police Mounted Patrol School, our Bike Unit hosted the IPMBA (International Police Mountain Bike Association) Instructor School and SIS hosted the International Organization of Motorcycle Gang Investigators Association seminars. We also took advantage of connections back East and invited two of the main actors in the D.C. Sniper Investigations to address Police personnel here and valley wide.

For the first time in my career I am a member of a Police force that is fully staffed at the sworn levels. Much of the credit belongs to our Personnel Section and to the FTOs and FTO supervisors. This has allowed us to staff other units, primarily in ISB, that have patiently waited. I appreciate the hard work done by all to ensure we maintain the highest standards as we recruit and train.

Let us also remember our friends. It was an honor to be part of the ceremony naming the Tom Hontz Training Center, as well as in attendance at the Police Memorial in Washington, D.C. And let us remember

Lonny Land for her dedication and contribution to public safety in Scottsdale and for her friendship. Although we are a relatively young Organization of only 40 years, we were reminded this year of our maturity. We began to lose friends and coworkers who have since retired; Retired Sgt. Tommy Andrew, Pat Martin and our first Police Chief, Walter Nemetz.

I am very proud of how involved the Department was in providing Holiday cheer to so many just recently. POSA's Shop with a Cop, the Kitchen Cabinet's Angel Trees and the 907 Club's Secret Santa were wonderful demonstrations of kindness. Huge thanks to both POSA and the FOP for taking the remaining Angels and the support they gave the 907 Club's efforts.

I know I have but touched on some of the great work done by all this year, the civilian and sworn, the Volunteers and the CiPPAS Organization. Suffice it to say, I am very proud to be a member of this Department. As we look forward, we will be faced with new challenges, but as a Learn and Grow Continuously Organization there is no doubt in my mind we will prevail.

Thank you!

Alan G. Rodbell  
Chief of Police

## 2003 CITY OF SCOTTSDALE STATISTICS

### Population

223,181

### Size

184.5 square miles

### Median Age

42.1 years

### City Operating Budget (03/04)

\$351,411,031

### Police Department Budget (03/04)

\$54,812,022

### Average temperature

72.6 degrees F.

### Average sunny days

314 (86%)

### Average annual rainfall

7.66 inches

### Sworn officers

377

### Civilian employees

244



## 2003 CRIME CLOCK

One violent or property crime occurs in the City of Scottsdale every 52 minutes.  
*(Last year, same)*

One property crime occurs every 55 minutes.  
*(Last year, every 54 minutes)*

One theft occurs every 2 hours.  
*(Last year, same)*

One burglary occurs every 4 hours.  
*(Last year, every 3 hours)*

One motor vehicle theft occurs every 6 hours.  
*(Last year, same)*

One violent crime occurs every 18 hours.  
*(Last year, same)*

One aggravated assault occurs every day.  
*(Last year, same)*

One robbery occurs every 2 days.  
*(Last year, same)*

One sexual assault occurs every 6 days.  
*(Last year, same)*

One murder occurs every 61 days.  
*(Last year, every 365 days)*

### 2003 Emergency Response Time - All Calls

District 1 - 5.2 minutes  
District 2 - 6.0 minutes  
District 3 - 7.8 minutes  
Citywide - 6.0 minutes

## SCOTTSDALE POLICE DEPARTMENT HISTORY

The town of Scottsdale was founded in 1888 by Army Chaplain Winfield Scott and consisted of one square mile with a population of 2,000. The town of Scottsdale was incorporated as a city in 1951 and the first mayor has been credited with giving Scottsdale its slogan - The West's Most Western Town.

Law enforcement services in Scottsdale were provided by the Maricopa County Sheriff's Office until incorporation in 1951. Upon incorporation, the city created a Marshal's Office. Scottsdale's first sworn law enforcement officer, Marshal Hurley Pruitt, patrolled in a 1951 Plymouth. As the city grew, Deputy Marshals served only during daylight hours but were subject to being called out at night. The Maricopa County Sheriff's Office assisted as needed on serious calls. The City continued to grow and by 1955, four Deputy Town Marshals were hired.

In June of 1961, the Deputy Marshals moved from their office at the Little Red Schoolhouse to the new Police and Court building at 131 E. Main Street. The Scottsdale Marshal's Office evolved into the Scottsdale Police Department shortly after the 1962 hiring of Walter C. Nemetz as Scottsdale's fifth Marshal and first Chief of Police. Chief Nemetz came to Scottsdale from the Los Angeles Police Department. In July of

that year, the Deputy Marshals exchanged their Marshal badges and shoulder patches for Scottsdale Police insignia that later evolved into the bucking horse patch worn today. At the time, the Department had 47 full-time employees. The Scottsdale Police Department has since grown to employ over 600 full-time employees and over 50 volunteers. Additional land has been annexed over the years and Scottsdale now covers 184.5 square miles, stretching 32 miles from north to south and with a population over 220,000. The City is geographically divided into three districts with a total of 20 patrol beats.

### Mission Statement

*The Scottsdale Police Department in partnership with the citizens of Scottsdale, recognizes the changing needs of our community and law enforcement's role in addressing those needs. Furthermore, we pledge Excellence, Initiative and Integrity to enhance the quality of life throughout the city, knowing those we serve deserve no less.*





## COMMAND STAFF

**Alan G. Rodbell**  
Chief of Police



- Member, International Association of Chiefs of Police
- Member, Federal Bureau of Investigation Academy Associates
- Member, Arizona Association of Chiefs of Police
- Member, East Valley Chiefs of Police Association

**Dee Taylor**  
Executive Assistant Chief of Police



- Member, National Association for Women Law Enforcement Executives (NAWLEE)
- Member, International Association of Chiefs of Police
- Member, Arizona Association of Chiefs of Police (AACOP)
- Member, Fraternal Order of Police
- Adjunct Faculty Member, Mesa Community College

**John Cocca**  
Deputy Chief of Uniformed Services



- Member, International Association of Chiefs of Police
- Member, Arizona Chiefs Association
- Member, FBI National Academy Arizona Alumni Association
- Member, Scottsdale Leadership Alumni

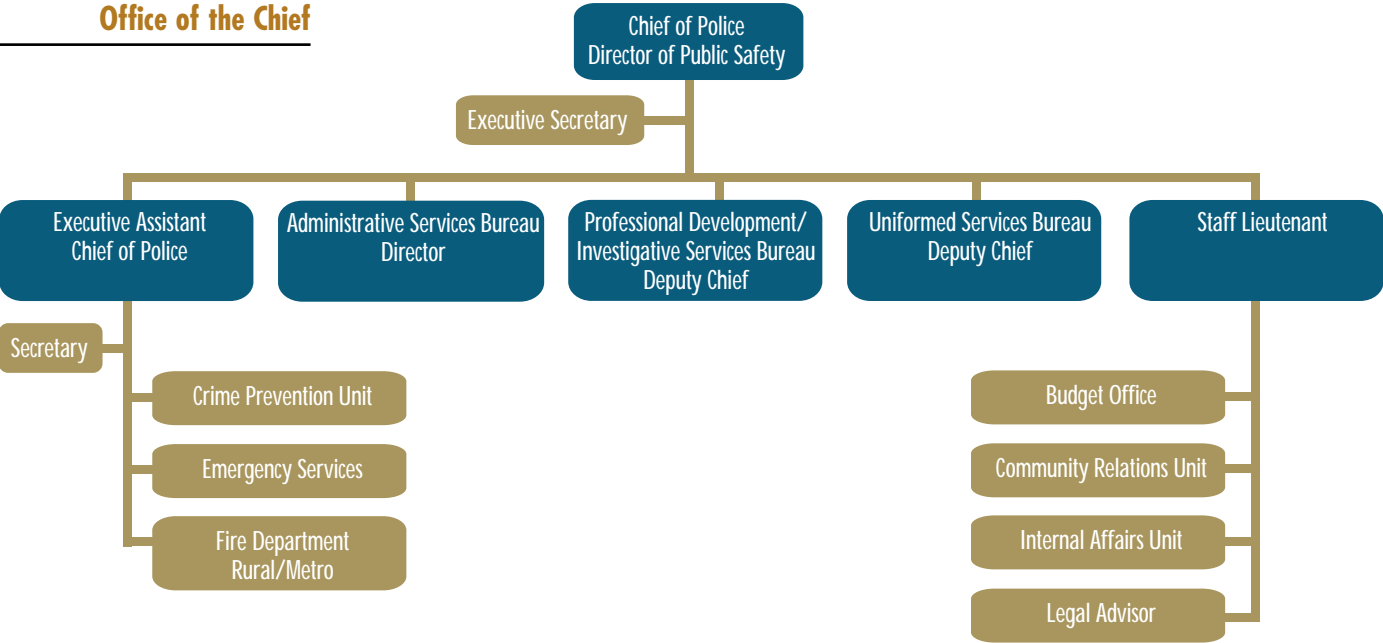
**Helen Gandara-Zavala**  
Administrative Services Bureau Director



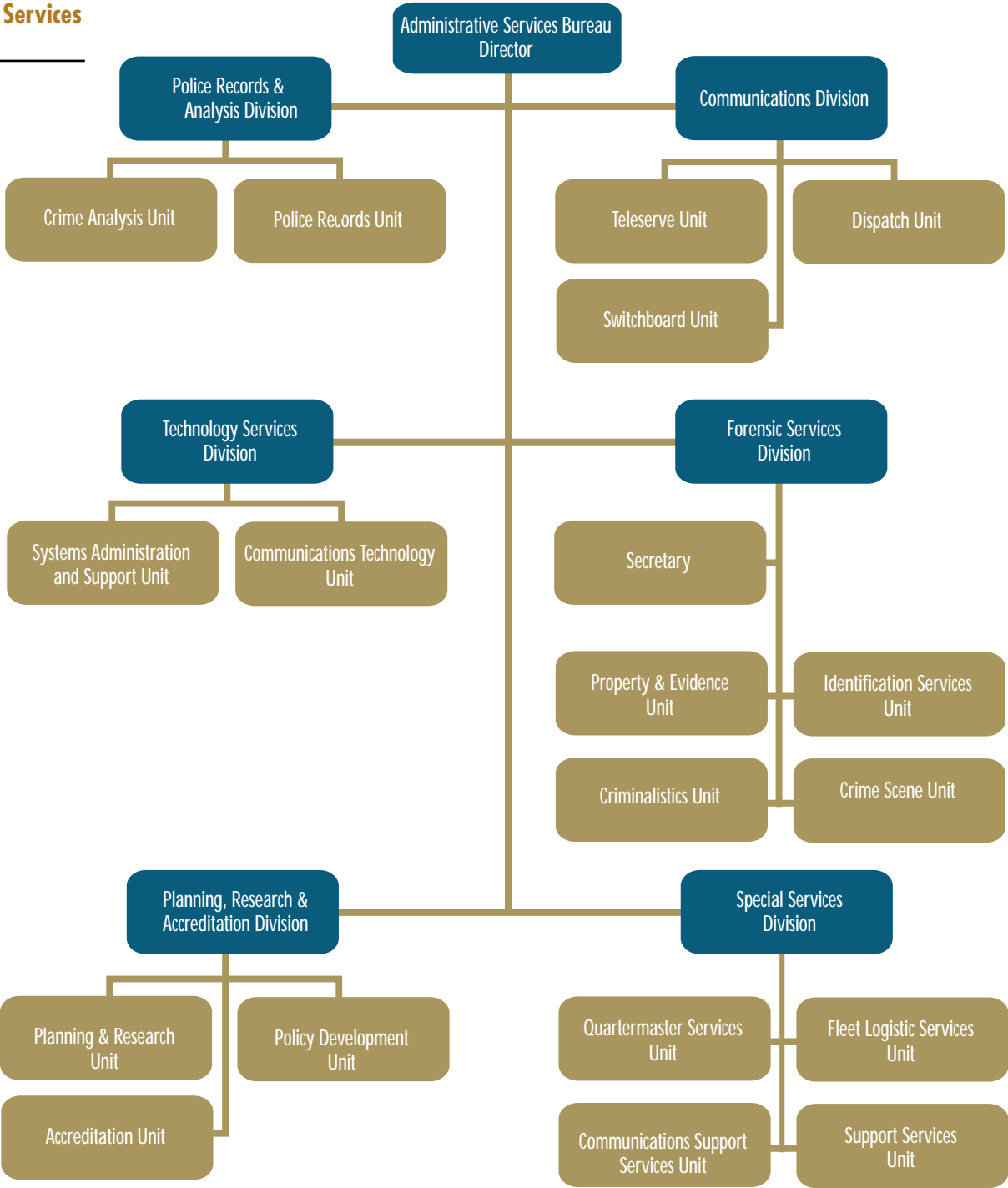
- Member, National Association for Women Law Enforcement Executives (NAWLEE)
- Member, City of Scottsdale Technology Board
- Member, City of Scottsdale Criminal Justice Technology Team
- Member, Scottsdale Diversity Advisory Committee
- Member, Community Celebrating Diversity Committee, Planning Committee, MLK Celebration
- Graduate, Scottsdale Leadership

# ORGANIZATION CHARTS

## Office of the Chief

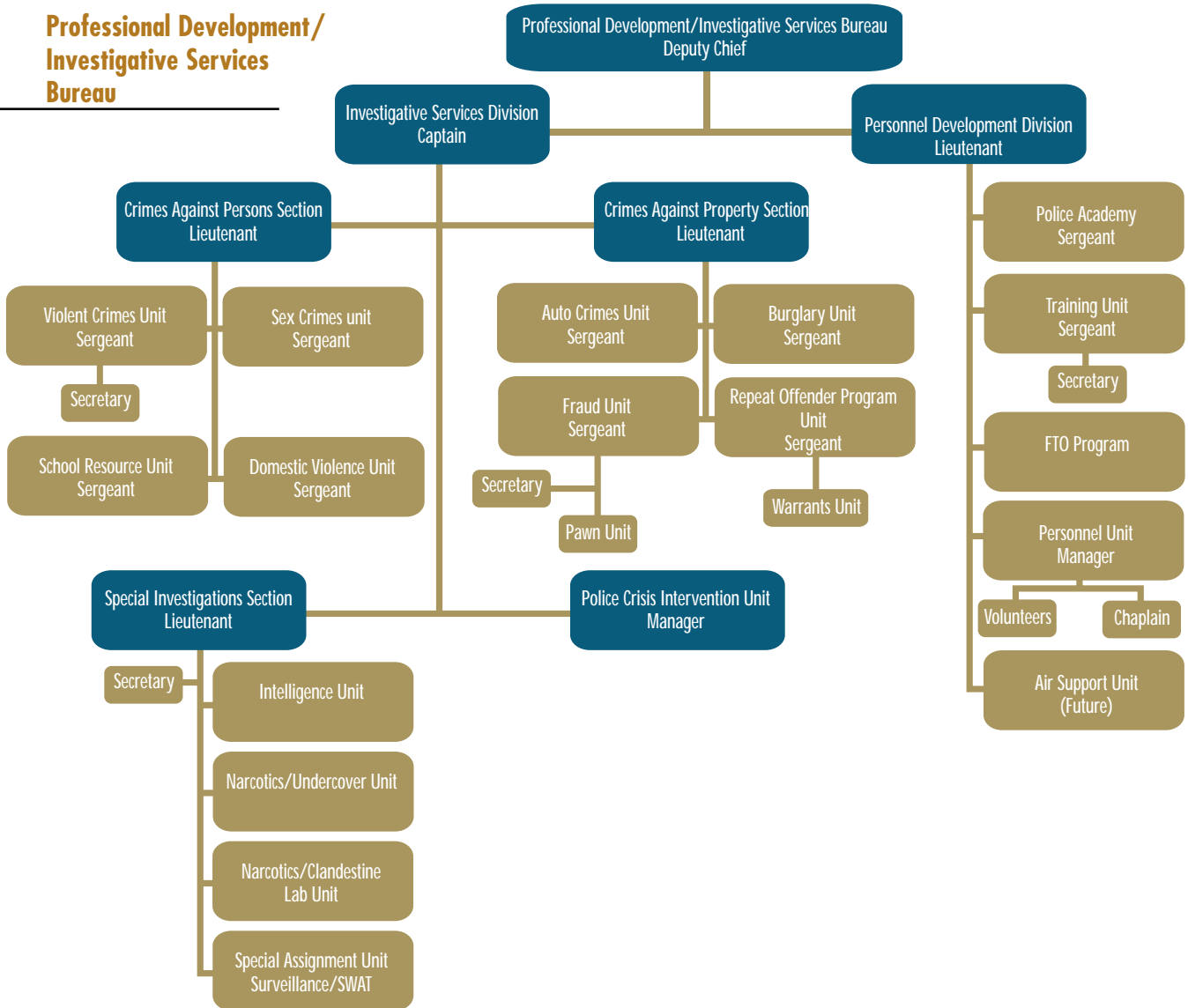


**Administrative Services  
Bureau**

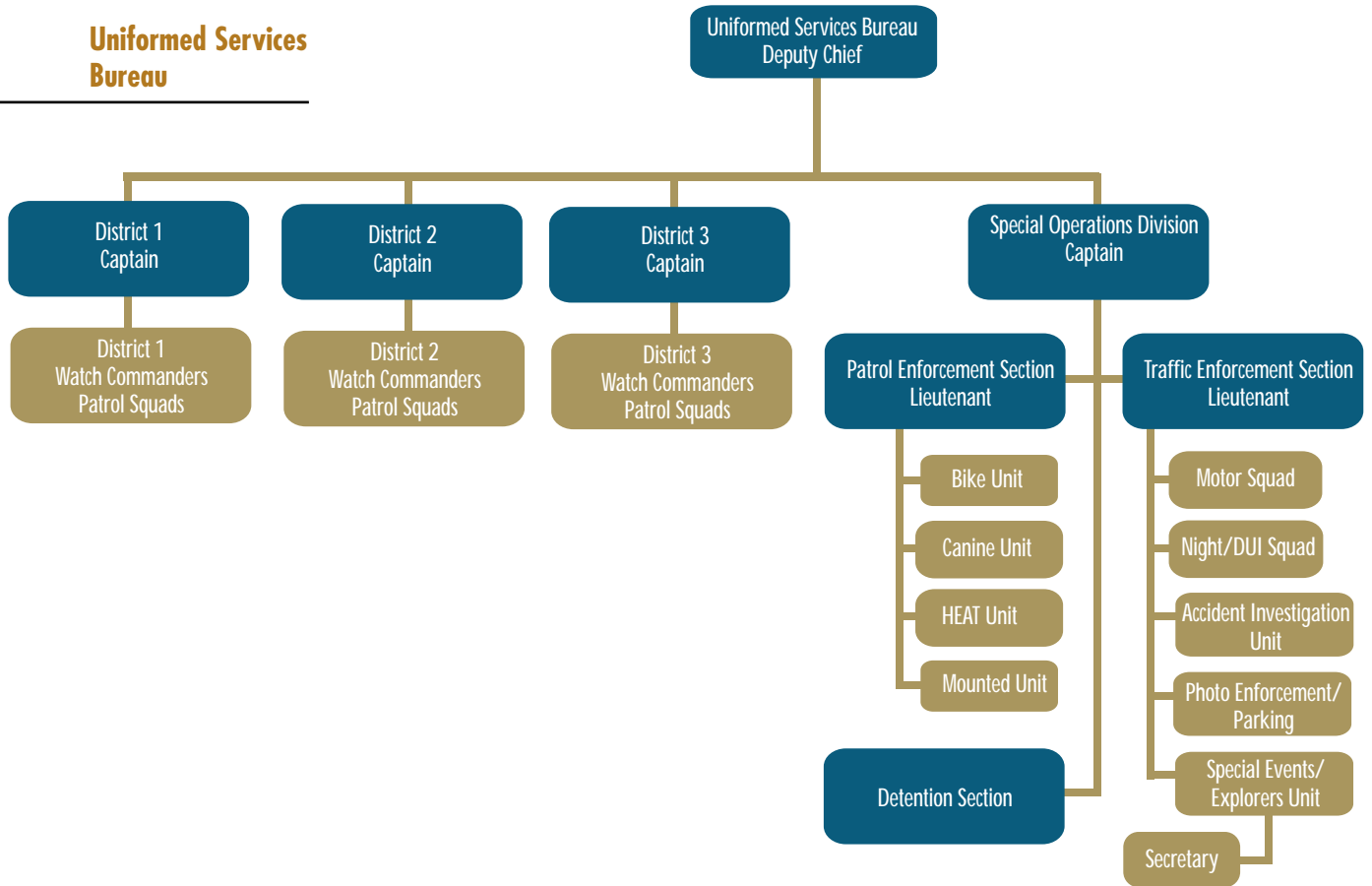


## ORGANIZATION CHARTS (CONTINUED)

### Professional Development/ Investigative Services Bureau



## Uniformed Services Bureau





## 2003 CHIEF'S AWARDS OF EXCELLENCE



From Chief Rodbell -

I would like to congratulate all the nominees and take this time to thank all of the police personnel who nominated your fellow co-workers for these awards. This year, 57 employees were nominated in 11 categories, some employees receiving up to 7 different nominations from several employees. The team award nominees totaled over 100 employees with 14 teams nominated in this category. All the nominations submitted this year by employees were very impressive. The professionalism and dedication depicted by all of the nominees reminds us of what a quality organization we have. Based on the quality of the nominations, it was a very difficult decision by the command staff to single out those most deserving of this recognition. I do believe the award winners are excellent representatives of the great work that has been accomplished in the past year.

Congratulations to all the winners!

### Team Award Recipients

(L to R) Chief Alan Rodbell, Sgt. Bryan Brown, Officers Craig Abernethy, Jeromie O'Meara, Mark Johnson, Jason Kibsey, Ron Gorski, Craig Malley, Amii Fairfield, Scott Carpenter, Intelligence Specialist Steve Toubus, Sgt. Jeff Walther, Officer John Zobel, Commander Burl Haenel, Deputy Chief John Cocca

### Police Supervisor of the Year (2 winners)

Sgt. Eric Rasmussen and Sgt. Jeff Walther

### Civilian Supervisor of the Year

Glenda Hanks

### Patrol Officer of the Year

Officer Michael Hertko

### Special Assignment Officer of the Year

Officer Jennifer Paxson

### Rookie Officer of the Year

Officer Matt Pearson

### Police Aide of the Year

Police Aide Jerry Lorimer

### Civilian of the Year (2 winners)

Mike Morrison and Carla Murillo

### Volunteer of the Year

Sol Furman

### Trainer of the Year

Officer Brooke Scritchfield

### Special Contribution to the Agency's Future

Sgt. Bruce Ciolli

### Explorer of the Year (2 winners)

Tara Snelling and Stephanie Behrends

### Team Award

Bike/HEAT/Intelligence/Narcotics  
(Massage Ordinance)

## 2003 CRITICAL RESPONSE AWARD



(L to R) Officer James Peters, Officer David Alvarado, Officer Brady Bailey, Sgt. J.R. Parrow (who nominated them), Officer Kevin Orvis, Officer Robert Bonnette, Sgt. Rob Hoskin.

These officers were recognized in 2003 for their swift and courageous response to a burglary call that quickly made a turn for the worse when gang members assaulted the police officers. They were awarded the Police Department Critical Response Award for their professional and sound defensive tactics.

### **City Manager's Awards of Excellence**

"Learn and Grow Continuously"  
Sgt. Jeffrey Smythe

"Collaborate as a Team"  
Narcotics Unit

Bill Donaldson Award  
Diversity Advisory Committee -  
Police Dept. members Chet  
Anderson, Wendell Bryant,  
Zenia Cornejo, Helen Gandara-  
Zavala, Reggie Johnson and  
Charlotte Levine

### **Additional Award Presentations**

Meritorious Service  
Sergeant James Dorer

Critical Response  
Officer Chris Kopp

Life Saving  
Officer Joel Lewis

### **Recognition for 15 Years of Safe Service**

The following were presented an award by Risk Management during the Chief's Awards of Excellence for 15 years of driving without a chargeable accident.

Lieutenant Ernie Anderson  
Lieutenant Pat Connor  
Sergeant Dan Dubois  
Sergeant Bernie Hill  
Officer John Karlik  
Police Aide Fran Klein  
Sergeant Dave Larson  
Police Aide Tracy McLaughlin  
Lieutenant Marcy Miller  
Sergeant Mike Reardon

## IN MEMORIAM



**Walter C. Nemetz**  
**June 1, 1918 - October 9, 2003**

Former Scottsdale Police Chief Walter C. Nemetz, who was credited with transforming a small-town police department into a professional organization, passed away October 9, 2003 at his Scottsdale home. He was 85. Friends and police officers remembered Chief Nemetz as a man who gave his best and demanded the best from everyone.

Chief Nemetz started his career with the Los Angeles Police Department, but left after a short stint to enlist in the Navy. He later transferred to the federal Office of Strategic Services (a predecessor of the CIA). During World War II, Chief Nemetz fought across the globe, seeing action in India, China and Brazil and earned a Bronze Star for his efforts.

After the Navy, Chief Nemetz returned to LAPD where he

worked as a patrol officer, accident investigator and vice officer. He worked patrol and traffic assignments as sergeant and worked as a divisional watch commander and in Internal Affairs when he was promoted to lieutenant. After his promotion to captain, he served as the division commander in Hollywood, worked in Communications and served as the executive officer for legendary LAPD Chief William Parker.

Chief Nemetz retired from LAPD and became the Chief of the Scottsdale Police Department in 1962. He began a major overhaul of a “rowdy” group of deputy marshals who wore low-slung guns and 10-gallon hats.

Chief Nemetz instituted background checks of all officers, encouraged college education, and required officers to attend the Phoenix Police Department Academy years before the state required it. He mandated assignment rotation to develop officers, required competitive promotional exams, instituted an in-service training program and saved the department money by civilianizing many assignments that only sworn officers had done previously.

Under his leadership, written procedures were developed, the first police aide program was created and funded, he developed crisis intervention teams to work with victims, and Scottsdale became the first city in the coun-

try where the team-policing concept (now community policing) was instituted on a citywide basis.

Toward the end of his tenure, Chief Nemetz also brought women to the forefront of policing by assigning them to patrol.

Former Chief Mike Gannon, who served in that position right after Chief Nemetz retired, called him the “father of the Scottsdale Police Department”.

Former Deputy Chief James Kershner, who worked with Chief Nemetz for thirteen years, said, “I know anyone who served with him as a young man or woman definitely can look back and say they became a better police officer, manager or person for having served under him”.

The Nemetz family plans to donate some of his old uniforms to a planned museum dedicated to public safety in Scottsdale.



And from the Land Family...

*Please know that this thank you is a heartfelt as one with a stamp. For the past 2 months I have been trying very hard to write thank you notes to everyone in appreciation of the many things you have done: the beautiful flowers, the wonderful food, the lovely letters, the bake sale, and just all the great support you gave our family. I love talking about my daughter. I enjoy thinking of all the things we did. Yet, every time I started to write I became so overwhelmed with sadness that I could not finish. I have not been able to do this important note til now. Lonny Marie was a very special person. She was also a very blessed person to have so many wonderful, caring friends. Thank you all again for everything you have done for the family.*

*With deep gratitude,  
The Land Family*

**Lonny Marie Land**  
**August 12, 1963 - August 13, 2003**

Teleserve Specialist Lonny Land passed away on August 13, 2003 from complications with pneumonia.

Lonny began her career with Scottsdale Police Department as a Communications Dispatcher in 1992 after having worked as a Dispatcher at Holbrook Police Department. Lonny transferred to the Teleserve Division in July 2001. She was also an active member of the departmental Peer Support Team.

Lonny will be remembered by many of us as not only a special and caring friend, but also as an outstanding dispatcher, Peer Support member and Teleserve Specialist. Lonny was a special person who touched many lives.

## SERGEANT THOMAS HONTZ REMEMBRANCE



On February 20, 2003, the one-year anniversary of Sergeant Tom Hontz's death, City of Scottsdale officials along with Scottsdale Police employees attended a ceremony at the Scottsdale Police Department training center located at 911 E. Stadem Drive. In recognition of Tom's commitment and dedication to the training programs that prepare our officers for the dangers they face in their day-to-day jobs, this center was dedicated and named the "Thomas A. Hontz Training Facility".

And finally on May 14, 2003, Sergeant Thomas Alan Hontz was honored alongside the many fallen officers at the National Police Officer's Memorial in Washington DC.

Sergeant Hontz's contribution of professional knowledge and expertise extended beyond the boundaries of the State of Arizona to police officers and military personnel nationally and internationally. More than a police officer or tactical leader, Tom Hontz was considered a unique contributor to the world of law enforcement training and a true pioneer in his profession.

Tom Hontz was many things to many people: a father, a husband, a son, a brother, a true friend, a mentor, a warrior and Law Enforcement professional. Tom's legacy — a passion for officer training - shall survive him as it is passed on through generations of Scottsdale officers. One thing is certain: his family, his friends and his colleagues have never forgotten him and we all truly miss him.



## BUDGET OFFICE

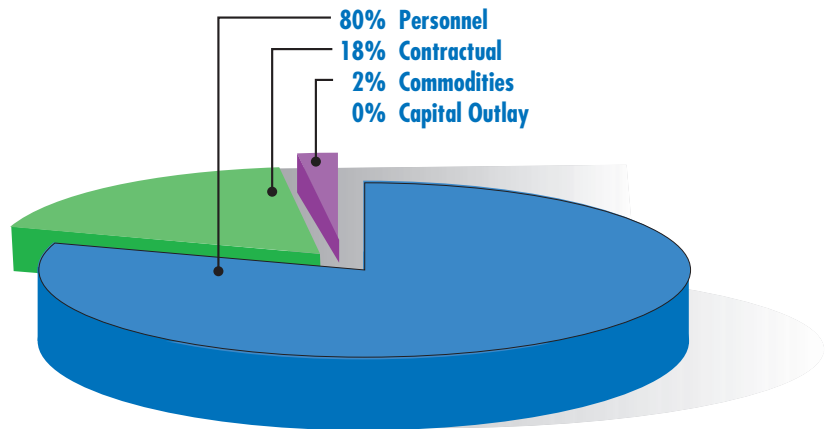
The Budget Office is under the direction of Budget Manager Holly Christian.

### 2003 Highlights

- Transitioned the police budget development process to a program based format resulting in the formation of 21 new cost centers to better represent the costs associated with specific police programs.
- Administered 19 grants totaling one million dollars from federal and state agencies for equipment ranging from emergency preparedness supplies to traffic safety equipment.
- Applied for and received \$68,723 Local Law Enforcement Block Grant to purchase polygraph equipment, radars, and various police equipment.
- Successfully passed a Local Law Enforcement Block Grant program audit conducted by the U.S. Department of Justice in October 2003 with no audit concerns noted.

## Office of the Chief

Budget Office  
Community Relations Unit  
Crime Prevention Unit  
Emergency Services  
Internal Affairs Unit



Police Budget  
Scottsdale Fiscal Year 2003/04  
**Total: \$54,812,022**

## COMMUNITY RELATIONS UNIT



Community Liaison Officer Chris Vassall works out of the Office of the Chief and is responsible for all public relations programs both within the department and the community.

The Community Relations Unit organizes and coordinates two Citizen Police Academy classes per year. The Citizen's Police Academy is a 12-week course designed to educate the public on the duties and responsibilities of the all aspects of policing. The spring session runs March thru May and the fall session runs September thru November.

The unit is also responsible for organizing and coordinating a Teen Police Academy once a year. The Teen Police Academy is for youth 15-17 who may be interested in a law enforcement career. The week long academy is held every June and is run more like a real police academy where recruits wear uniforms, participate in daily physical fitness, and have a more hands-on approach to policing.

Several other responsibilities of the unit include producing the "Behind the Badge" program which runs on City Cable channel 11, organizing and coordinating all promotion and retirement ceremonies within the department, organizing and

coordinating the Chief's Awards of Excellence yearly, hosting outside police agency training in the city, acting as liaison for business leaders and groups to organize speaking engagements for the department, assisting the Chief of Police and Command staff on a variety of assignments, assigned as an advisor for the 907 Club (the women's police auxiliary), and an advisor for the Citizens Police Academy Alumni of Scottsdale (CiPAAS) organization.

CiPAAS partnered with Scottsdale Police to produce the first edition of the Scottsdale Police Calendar. The project began in April of 2003 and calendars were available and ready for sale in September 2003. The CiPAAS organization also partnered with businesses within the city to advertise in the calendar to pay for the production costs to produce it. The 2004 Scottsdale Police Calendar was a huge success, and \$3,150.00 was donated to the Scottsdale Police Department for youth related programs.

## CRIME PREVENTION UNIT

The Scottsdale Police Department Crime Prevention Team is made up of Officer Dan Jensen and Officer Mark Ruffennach. Together they work on programs such as: Neighborhood Watch, Crime Free Multi-Housing, Personal Safety, Crime Prevention Through Environmental Design (CPTED) Surveys, Business Watch and Child Safety Education.

In 2003, the Scottsdale Crime Prevention Unit presented 272 safety programs reaching out to 11,753 citizens. The Neighborhood Watch program is considered to be one of the most recognizable safety programs in Scottsdale as well as nationwide. In 2003, the City of Scottsdale recruited 63 new Neighborhood Watch Captains. This brought the Neighborhood Watch Program up to 230 certified Neighborhood Watch locations. In addition to having a standard Neighborhood Watch Party, Scottsdale participated in a record 40 Getting Arizona Involved in Neighborhood (G.A.I.N.) Parties throughout the city. This is a true tribute to "neighbors watching out for neighbors".

When it comes to Child Safety Education, Scottsdale is considered by many communities to be on the cutting edge. The Safety Magic In Law Enforcement (S.M.I.L.E.) Program, which teaches children how to be safe by the use of magic, puppetry and clowning, received two awards in 2003. The International Association of Chiefs of Police awarded S.M.I.L.E. the Webber Seavey Award as one of the top ten finalists nationwide. S.M.I.L.E.

received a second award given to them by the International Society of Crime Prevention Practitioners (ISCPP). Both awards were given to S.M.I.L.E. for the programs uniqueness, creativity and informative way to teach children about safety and all of its many successes.

Officer Mark Ruffennach was the proud recipient of the prestigious "George B. Sunderland Award" presented to him by the International Society of Crime Prevention Practitioners in Orlando, Florida, for the top crime prevention officer worldwide.

### 2003 Statistics

- Safety Program presentations.....272
- Attendees at presentations.....11,753
- New Neighborhood Watch Captains recruited.....63
- Total Certified Neighborhood Watch locations.....230
- GAIN party participation.....40



*Marian Leck, President of the ISCPP, presents the "Community Based Crime Prevention Program of the Year Award" to Officer Mark Ruffennach (center) & Citizen Advisor Bruce Wall (right) from the S.M.I.L.E. Organization.*



*Devin Adams (left) of Crime Prevention Resources, presenting the George B. Sunderland Award to Officer Mark Ruffennach.*

## EMERGENCY SERVICES

The Office of Emergency Services, managed by Emergency Services Director Marc Eisen, is responsible for Scottsdale emergency management and disaster planning. This includes oversight of the city Rural/Metro contract for fire and emergency medical services.

The office is responsible for Homeland Security preparedness planning and grant acquisition, facilities security planning and administration of City security guard contracts, City facility access control, Public Safety capital projects, administration of the Emergency Management agreement with Maricopa County, administration of the False Alarm Reduction Program, Major Emergency Response planning and Business Continuity planning for the City of Scottsdale, facility capital project planning/construction for Fire and Police Departments, acquisition of Federal Grants for Disaster/Weapons of Mass Destruction training/equipment, emergency drills for City departments, workplace violence and security planning and Incident Management training for the police and other City departments

### 2003 Statistics

- Exception reports filed.....4,235  
(an exception report is filed when Rural/Metro is over the time limit allowed for response.)
- Disaster drills completed.....6
- Work areas inspected by the City Workplace Safety Task Force.....13
- False alarm calls.....18,949



## Community Emergency Response Team

The CERT Program was designed by the Los Angeles Fire Department in the early 1980's to help deal with the aftermath of earthquakes when Fire/EMS resources were stretched too thin. Trained CERT members were able to help stabilize and offer assistance to damaged neighborhoods until fire and police resources were available.

The vision of the CERT Program in Scottsdale is information and training is provided for our citizens to be able to help themselves, family and friends, and/or neighborhoods in a crisis. Because we live in a mild climate, with stable geology, and no specifically identified target for terrorism, our citizen's CERT skills are for their own use. We have advised them to not work beyond their training and to only assist in police and/or fire activity when specifically asked to do so.

CERT is part of President Bush's "Citizen Corp" initiative, (created after the tragic events of September 11, 2001) along with Neighborhood Watch, Volunteers in Policing, and the Domestic Medical Assistance Teams (just beginning to form in Maricopa County). This is a national rally to get people involved in preparing themselves and that's a good thing. Our goal will be to train about 75 to 100 citizens a year.

On January 13th, 2004, Scottsdale Police Department and Rural Metro Fire Department instructors graduated the first citizen CERT class. They went through 8 weeks of training and learned Emergency Preparedness, Fire Suppression, Emergency Medical Operations, Light Search and Rescue, Disaster Psychology and CERT Scene Management, and Terrorism. To receive certification, they were required to demonstrate their newly learned skills in a series of scenario-based exercises. Everyone did well and felt the class was very beneficial in giving them some basic preparedness information and skills.

Much thanks to our great group of instructors: Gary White, Eric Williams, Greg Carlin, Kory Sneed, Kathleen Stamatis, Veshiem Walther, Mike Clark (Rural Metro) and to our program administrators: Deneen Kelley, Dave Jones, and Joseph Early (Rural Metro). The program is a huge success due to the dedication of these individuals.

## EMERGENCY SAFETY AND PREPAREDNESS (ESAP)

The ESAP Team is comprised of 35 members and represents all of the city departments. It was developed to train a core group of people who could take the information they learned back to their respective offices and who could also be in charge of helping build the city's resumption plan. All ESAP team members completed the 8 week CERT training program and learned basic emergency response skills, including preparedness, first aid, fire suppression, and search and rescue techniques.

A simulated training exercise - an explosion at Civic Center Library - was conducted in November 2003 and created and coordinated by Executive Assistant Chief of Police Dee Taylor, Emergency Services Director Marc Eisen, and Emergency Services Coordinator Dave Jones. ESAP team members responded to the Emergency Operations Center (EOC) and were briefed on the hypothetical details of the exercise. The drill was designed to give it real life elements, with simulators playing roles to make the situation seem real, inundating the EOC with media requests, citizen calls and reports. The challenge was to test the city and departmental plans. Overall, the participants dealt with the crisis at hand wonderfully as the emergency plans were put to the test. This was good practice and preparation in the event Scottsdale is ever faced with a major emergency.



*(L to R in red vests) PA Gabriella Garrisi, Deputy Chief John Cocca, Captain Burl Haenel*



*Emergency Operations Center*



*Assistant City Manager Roger Klinger and City Manager Jan Dolan*



## ALARM ENFORCEMENT PROGRAM

Alarm Coordinator Gary White works with citizens, alarm companies and the police department in administering the alarm enforcement program in accordance with the City's alarm ordinance. The Alarm Coordinator organizes the Alarm Awareness School, develops and monitors prevention strategies, prepares ordinance revisions, public educational materials, brochures and training guides, and revocation and waiver letters. The Alarm Coordinator also makes personal site visits to companies and residences who are experiencing excessive amounts of alarm activation.

The Alarm Coordinator is a member of the Arizona Burglar and Fire Alarm Association and serves as the liaison between the police department and alarm companies.

One of the leading challenges of the program is dealing with the number of false alarms and educating alarm users. Alarms were originally designed to protect lives and property. Properly installed, used, and maintained, alarms are a real asset. When misused, they become a liability. The police department responds to alarm calls; however, false alarms waste precious tax dollars and divert public safety officers, including the Fire Department, from emergency situations. False alarms do not reduce crime and can cause a certain level of complacency. They also increase the liability and endanger the safety and welfare of the public, responsible parties, and responding police agencies.

### 2003 Statistics

- Known alarm users.....27,699
- Alarm calls for service.....19,516
- False activations.....12,831
- Cancelled alarm calls for service.....6,118
- DRs created from alarm calls.....237
- Average alarm calls for service per day  
.....53.47
- Alarm classes presented.....11
- Citizens attending alarm classes.....153

For information on the alarm enforcement program, the alarm ordinance or the Alarm Awareness School, contact Scottsdale Police Department Alarm Coordinator Gary White at (480) 312-5087.

## INTERNAL AFFAIRS UNIT

The Internal Affairs unit, under the direction of Lt. William Wilton, accepts, assigns, tracks and investigates external and internal complaints on employee misconduct.

The Scottsdale Police Department thoroughly and objectively investigates all complaints against its employees in order to preserve public confidence. All investigations are conducted in a fair and expeditious manner in accordance with department, state, and federal laws and regulations. In most cases, the supervisor of the employee conducts an inquiry into the alleged misconduct. The Internal Affairs Unit conducts and prepares the investigations of serious allegations.

Any person who witnesses or has direct knowledge of police employee misconduct may make a complaint with the Internal Affairs Unit. The department will investigate any employee actions that are contrary to department policy, are a violation of city, state, or federal law, or involves the use of excessive force or discourteous treatment.

The Internal Affairs Unit also accepts commendations of Scottsdale police employee conduct as regards to services received. Commendations are forwarded through the Office of the Chief to the employee with a copy placed in the employee's personnel file. Although police employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. This kind of feedback helps us to know if we are doing a good job.

### 2003 Statistics

- Vehicle collisions.....63
- Employee at fault collisions.....41
- Pursuits.....13
- Out of Policy Pursuits.....1
- Total commendations.....337
- Total internal investigation.....98
- Internally generated by police staff  
.....90
- Sustained.....83
- Externally generated.....8
- Sustained.....4

## DISTRICT 1 PATROL

## Uniformed Services Bureau

- District 1 Patrol
- District 2 Patrol
- District 3 Patrol
- Special Operations Division
  - Traffic Enforcement Section
  - Patrol Enforcement Section
  - Detention Section



**Captain David Marshall**  
District One Commander

District One is a unique and very diverse part of the city. It includes ethnically diverse neighborhoods representing traditional cultures of the Southwest and is a blend of residential, retail, entertainment and arts communities.

District One encompasses the portion of Scottsdale south of Chaparral Road and shares borders with the cities of Phoenix, Tempe and the Salt River Pima-Maricopa Tribal community. It comprises approximately 11.5 square miles. During 2003, this area of the city began several revitalization projects that will bring increased residential and business residents into the area.

Personnel assigned to this district are invested in the community and are committed to the

department philosophy of Community Based Policing. During the year, patrol beat teams took ownership and partnership with neighborhoods. On Bellevue Street, officers worked closely with property owners and apartment managers to eliminate an emerging problem of drugs and thefts. Beat officers have invested themselves as a team with residents of the Holiday Park neighborhood to strengthen bonds and cooperation with the primarily Hispanic community. Officers regularly host meetings with residents in this area to work to resolve problems in the neighborhood and facilitate the removal of rubbish and abandoned vehicles. Officers are also actively involved with the City task force for the revitalization of the Hohokam neighborhood, working with other city departments and employees to prevent conditions and city code violations that lead to neighborhood degradation.

During 2003, preliminary work was started on the design and construction of a new District One police facility, which will meet the increased staffing and community needs of this area of the city. The District One station also houses the Traffic Enforcement Section, Bicycle Unit, a component of the Investigative Services Bureau and one of two police detention facilities.

## DISTRICT 2 PATROL



**Captain Barry Vassall**  
**District Two Commander**

The District Two patrol area is the central police district of the city and operates from the Police Department Headquarters at 9065 E. Via Linda. The district is divided into seven patrol areas, beats 8 through 14. Seven patrol squads are deployed within District Two, providing service twenty-four hours a day, seven days a week. The patrol squads consist of seven police sergeants, forty-seven police officers and eleven police aides. There are also three lieutenants, or Watch Commanders, that supervise the various shifts.

District Two extends as far south as Camelback Road and borders Phoenix on the west. To the north, District Two follows Cactus Road east to Frank Lloyd

Wright, then extends about one mile farther north to the McDowell Mountains. Parts of District Two reach as far east as Palisades Blvd., bordering the town of Fountain Hills. The district also shares an extensive border with the Salt River Pima-Maricopa Indian Community.

District Two is primarily residential, with various thriving retail and commercial establishments. Many elegant resorts and top-notch restaurants operate within District Two, and it is also home to the world-famous Frank Lloyd Wright's Taliesin West. There are also many parks and golf courses within the district, including McCormick Railroad Park, the Scottsdale Conference Resort, and Scottsdale Ranch Park.

District Two personnel have a lot to be proud of in 2003. Officers were committed to making District Two a safer place, and did an excellent job in responding to crimes in-progress. They worked as a team and apprehended numerous felony suspects for such crimes as burglary, auto theft, armed robbery, aggravated assault, and homicide.

District Two Patrol personnel also participated in several significant community events this year. Along with many Valley dignitaries, officers attended the groundbreaking ceremony of the new Mosque at 120th Street and

Via Linda. Officers also attended a luncheon hosted by the children of Cocopah School on September 11th. The children showed their appreciation for police and fire personnel. District Two personnel also participated with district residents in numerous events during Getting Arizona Involved in Neighborhoods (GAIN) Day.

## DISTRICT 3 PATROL



**Captain Sean Duggan**  
District Three Commander

The DC Ranch Police Substation serves the far north area of Scottsdale and is located at Pima Road and Thompson Peak Parkway.

District Three serves a diverse population that includes the Scottsdale Airport and industrial/retail Airpark, and various developed residential developments. A significant portion of the district is Sonoran

desert, including the Pinnacle Peak Park and the McDowell Sonoran desert preserve. This district borders Phoenix, Fountain Hills, Cave Creek, Carefree and the Tonto National Forest. District Three begins at Shea and sections of Thunderbird north to Jenny Lynn Road and includes police beats 14 through 20.

In 2003 a District-wide plan of action was developed to serve as a road map for District Three personnel and to ensure everyone was working toward a common mission. The action plan has been used as a benchmark throughout the year to help measure the achievements at District Three. The officers and personnel are committed to serving this fast growing community by focusing on five operational goals: (1) Prevent crime and disorder; (2) Respond promptly to calls for service; (3) Enhance traffic safety; (4) Develop safer neighborhoods through community partnerships and participation; and (5) Maintain the integrity, quality and effectiveness of policing services.





**Special Operations Division  
Traffic Enforcement Section  
Patrol Enforcement Section  
Detention Section**



**Captain Burl Haenel  
SOD Commander**

The Special Operations Division is under the direction of Captain Burl Haenel and includes the Traffic Enforcement Section (Accident Investigation Unit, Motors Squad, Nighttime DUI Squad, Photo Enforcement/Parking, Special Events Unit and Explorers), the Patrol Enforcement Section (Bike Unit, Canine Unit, HEAT Unit and Mounted Unit), and the Detention Section.



## TRAFFIC ENFORCEMENT SECTION

The Traffic Enforcement Section (TES) is under the direction of Lieutenant Michael Rosenberger and consists of the Motor Squad, the Nighttime DUI Squad, the Accident Investigation Unit, Photo Enforcement, Special Events Unit, the Explorers and the Volunteers in Policing.

The TES has many community and governmental partnerships, including the Governor's Office of Highway Safety (GOHS), the East Valley DUI Task Force and the city's Traffic Engineering Department. Along with Scottsdale Unified School District (SUSD), they also partner with the Scottsdale Health Care (SHC) Community Outreach office in an effort to reduce their Level One traumas since the majority are caused by vehicular collisions. They also partner with SHC Child Seat Safety Inspections and several private entities.

### Motor Squad

The Motor Squad consists of seven officers and is supervised by Sergeant Jim Butera.

The TES implemented the High Intensity Traffic (HIT) squad in 2003. There are three motor officers dedicated to this program. A hot line (480-312-2277 or 312-CARS) has been established to receive citizen reports of traffic concerns in their neighborhood.

Once a complaint has been received, a HIT team member will contact the citizen within



(L to R) Officers Tim Wattier, Steve Crause, Jay Rusch

three working days to develop information about the issue. The complaint is issued a file number and entered into a computer database. A HIT team member will monitor the area of concern and issue citations to traffic law violators, and additional officers can be called in if necessary. As HIT officers work the area, they record their activities in the database. All police officers in the department can also work on the problem and record their activities. The assigned HIT officer will write a letter to the reporting person stating the results of the enforcement.

In 2003, there were 321 complaints, which involved 991 staffing hours of enforcement, resulting in the issuing of 3,074 citations (averaging over 3 citations per hour). The HIT team also works with several other city departments such as Neighborhood Services and Traffic Engineering to resolve traffic concerns.

The Motor Unit schedules Loop 101 speed enforcement details twice monthly. The unit spent 230 staffing hours on the highway and issued 634 citations, averaging nearly 3 citations per hour. The statistics show that when the unit first started work-

ing on Loop 101, more citations were issued per detail. Towards the end of the year, as more motorists saw the Motor Unit officers on duty, speeds began to lower and there were less violators. This enforcement action resulted in a direct impact on driver behavior.

The Motor Unit has 5 certified child safety seat installers and they participate in a program where citizens of Scottsdale can schedule a car seat installation by calling 480-312-2229 or 480-312-BABY. The Motor Unit installed approximately 50 child safety seats in 4 months.

The Motor Unit provided traffic escorts for the national college football championship game. While escorting the 2003 Ohio State Buckeyes, the unit received media attention in Columbus, Ohio and received numerous commendations from the football staff and from university officials.

The unit also held a basic motorcyclist school which included officers from police departments throughout the state. They participated in 2 Citizens Academies, Public Safety Day and several commercial vehicle safety inspections.

### **Nighttime DUI Squad**

This squad consists of four officers and is supervised by Sergeant Dave Larson.

They enforce DUI laws and takes appropriate enforcement action against reckless/aggressive drivers. The officers provide continuing education to department personnel in the area of detecting, arresting, and prosecuting impaired drivers.

The DUI squad was without one enforcement officer for eight months as Officer Rick Royston fulfilled his duties, deployed overseas as an Air Guardsman protecting our freedom. With that, the squad still produced 584 DUI arrests, 43 as Aggravated DUI's, issued 6,250 citations, and assisted patrol with over 1,225 staffing hours.

The DUI Squad participated in the East Valley DUI Holiday Task Force for sixteen nights, collectively producing over 2200 DUI Arrests. In addition to the East Valley DUI Task Force, the squad organized joint agency DUI Details for St. Patrick's Day, Cinco de Mayo, Memorial Day, Labor Day and July 4th holidays.

The squad also represented the police department at the Arizona State Fair Law Enforcement Days in October and sent two representatives to the 9th Annual Drugs, Alcohol & Impaired Driving Conference in Baltimore.

### **Accident Investigation Unit**

The AIU is supervised by Sergeant Michael Tinnin and consists of four officers and one reserve officer.

They conduct the follow-up investigations in all fatal collisions, some serious injury collisions, and collisions involving city liability. There were twelve fatal collisions and twenty-six serious injury collisions that required AIU investigation. The AIU also conducts follow-up investigations on all Hit and Run collisions. The city experienced 505 Hit and Run collisions in 2003 and the unit achieved an unparalleled 60% clearance rate.

The AIU has the responsibility to enforce commercial truck regulations through truck inspections. Twenty-seven truck inspection details were conducted, producing 201 commercial vehicle violations. The federally certified truck inspectors found 69% of the trucks to be overweight. The inspectors were forced to place 17% of the inspected trucks out of service due to their egregious state of unsafe operation, potentially saving the lives of operators of other vehicles on the road.

In addition to investigations and inspections, AIU also conducts a fair amount of training, teaching fellow police officers and police aides in the science of Basic Accident Investigations and Advanced Accident Reconstruction. AIU Detective West Brown also teaches the science of vehicle and pedestrian collisions to Scottsdale Unified School District (SUSD) High School students in their Physics classes.

## TRAFFIC ENFORCEMENT SECTION (CONTINUED)

### Photo Enforcement

This program is under the direction of Contract Administrator Bruce Kalin.

Between 1996 and 2003 the population of Scottsdale increased 25%, from 177,000 to 221,000 residents. During the same time period, accidents decreased 3%, from 4,680 to 4,527. Accident fatalities dropped from 24 persons killed in Scottsdale in 2002, to 11 persons killed in 2003. It is safe to conclude photo enforcement has a demonstrable positive (deterrent) impact on driving behavior.

The current photo enforcement contract was signed on July 2, 2002 and included provisions to upgrade all of the intersections and vans to digital technology. The City selected several new intersection locations. The installation process was delayed considerably due to many unrelated street construction and improvement projects. As a result, the program was not fully functional with all four vans and six intersections operational until May of 2003. With all six intersections and all four speed vans converted to digital imaging, and fully operational

since July 1, 2003, calendar year 2004 promises to be significantly more productive than the previous two years. Our goal since the inception of this program in 1997 has always been to move vehicular and pedestrian traffic through the City of Scottsdale as safely, efficiently and quickly as possible.

It is clear from our experience so far, when all components of the Focus On Safety program are operational, accidents, deaths, injuries and property damage decline.

#### 2003 Statistics

- Total citations issued by the four vans...28,554
- Service hours logged by the four vans...12,656
- Number of vehicles in which speed was assessed .... 4,500,000
- Number of locations....268
- Vehicles at or above the threshold trigger speed ...51,233 (1.14%)





## Special Events Unit

The Special Events Unit (SEU) is under the direction of Sergeant Mike Reardon, who coordinates and oversees the use of off-duty police officers and police aides.

Off-duty officers are commonly hired for security at special events and for traffic control at construction sites. SEU also reviews security plans for special events within the city, schedules off-duty officers for many of these events, ensures proper insurance coverage, and bills off-duty employers. In addition to special events and off-duty, SEU also tracks outside employment (non-city and non-police related employment) for all police personnel, oversees the Police on Property Site (POPS) program, reviews special event liquor licenses and oversees the Scottsdale Police Explorer Program.

For 2003, SEU coordinated off-duty employment for 151 employers and/or events that included tracking and/or billing employers for 22,046 off-duty hours. SEU also tracked outside employment for 71 police department employees and reviewed 60 special event liquor license applications.

## 2003 Highlights

Planned and oversaw the security and traffic control for major events within the city including:

- FBR (Phoenix) Open Golf Tournament
- Barrett-Jackson Auto Auction
- Parada del Sol Parade and Rodeo
- Tennis Classic at the Fairmont Princess Resort

## Scottsdale Police Explorer Post 908

The law enforcement Explorer program is sponsored by Learning for Life, a branch of the Boys Scouts of America. The program provides an opportunity for students ages 14 to 20 to learn about law enforcement through training, police ride-alongs, public service projects, and Explorer competitions.

Scottsdale Explorers meet and train weekly at a police facility under the supervision of Officer Jack Taylor and Police Support Specialist Kathy Erickson. Training includes traffic control, accident investigation, arrest and restraint techniques, hostage negotiation, and much more.

In 2003, the Scottsdale Explorers competed at the Regional Tactical Competition in Chandler, Arizona, and at the weeklong Colorado Regional Law Enforcement Explorer Conference in Greeley, Colorado.

Students interested in joining in the Scottsdale Explorer program may contact the Explorer coordinator at (480) 312-8698 for information.

## Volunteers in Policing (VIP) — Traffic Enforcement

The Scottsdale Police Department Volunteer in Policing (VIP) program has increased from two volunteers to five volunteers in 2003. Two VIPs have moved on to work as Police Aides for SPD. These volunteers work for the Traffic Enforcement Section and their responsibilities include assisting distressed motorists, directing traffic in a variety of weather conditions and assisting patrol personnel with a multitude of support functions.

The VIPs continue to be dedicated to their positions as they volunteered an average of 17 hours per week. They have written more than 600 handicap parking violation citations in 2003 and they continue to lighten the workload for both Police Aides and Police Officers by assisting with traffic control at collision scenes, as well as assisting with other non-emergency calls for service. In addition, the VIPs have also volunteered their time at the East Valley DUI Task Forces and the Commercial Vehicle Task Forces.

## PATROL ENFORCEMENT SECTION

### Bike Unit

The Bike Unit consists of ten officers and is under the direction of Sergeant Bryan Brown.

The primary mission of the unit is to provide proactive and reactive police service in Downtown Scottsdale. The unit is not restricted to any boundaries and serves as a resource when addressing areas of specific problems such as high burglary residential or commercial areas, desert search and rescue, suppression of gang activity and missing persons. The unit also works large crowd special events, such as the FBR Open and the Parada del Sol parade.

The Bike Unit is responsible for public safety for the Scottsdale city parks and for city code enforcement. The unit handles licensing and oversight of all liquor establishments in the downtown area, including undercover liquor operations in conjunction with the state liquor department. The unit also works with other city departments relating to special events, zoning ordinances, valet and public parking concerns, taxi and limousine regulations, massage facility inspections and traffic concerns. The Bike Unit provides bicycle safety instructions to hundreds of youths throughout the year at bike rodeos and safety demonstrations.

#### 2003 Statistics

- Misdemeanor arrests...1,308
- Felony arrests...84
- Traffic citations...336
- Parking citations...1,104
- Radio calls...2,112
- On View (OV) calls...4,932
- Liquor inspections...228
- City park calls...312
- Massage facility inspections...160



(L to R) Officers Craig Abernethy, Jeromie O'Meara, Jason Kibsey and Mark Johnson

#### 2003 Highlights

- Hosted the International Police Mountain Bike Association (IPMBA) national instructors conference.
- Inspected 160+ massage facilities in the month of July.
- Hosted 4 IPMBA basic bike schools.
- Instructed 2 AZPOST advanced bike schools.
- Chosen to host the IPMBA national conference in 2005 (This event will bring over 300 officers from around the world to Scottsdale in April 2005.)
- Awarded the Chief's Award of Excellence, "Collaborating as a Team" award for efforts directed towards massage facility enforcement.
- Participated in the Public Safety Day event.
- Participated in Mighty Mud Mania.
- Taught at 2 Citizen's Academies.





### Canine Unit

The Canine Unit consists of four officers and their K9 partners, one civilian Search and Rescue (SAR) volunteer and is under the direction of Sergeant J.R. Parrow.

The five Belgian Malinois are certified dual-purpose dogs, well known for their drive and incredible agility. Each dog has a basic patrol capability and a specialty of either narcotics detection, bomb detection, or tracking. The volunteer SAR dog is a Labrador Retriever and is a certified FEMA animal. These teams exist to assist police personnel in searching for hidden suspects, articles, evidence of a crime, and to protect officers and the public from serious injury and death.

2003 saw a first for the Canine Unit. In December, Scottsdale resident Mr. Edward Abbott donated the funds to purchase a new dog for the unit. At a special presentation ceremony, Mr. Abbott presented Chief Rodbell with a check for \$7,500. K9 "Raven", handled by Officer Chance Lovell, should be worth every penny, as he holds a Schutzhund III Title, Search and Rescue and Tracking titles as well. Watch out bad guys!

Also in 2003, the Scottsdale Police Canine Unit hosted the First Annual Desert Dog K9 Trials. This two-day event brought teams from all over the southwest into Scottsdale for some high-octane competition. Our own Officers Scott DiIullo and

"Spike", Jack Taylor and "Karlos", Carl Angelini and "Rocky", and Owen Keefe and "Nitro" competed in the event and did an outstanding job! The team brought home the 2nd Overall Top Agency Award, 2nd place Handler Protection, and trophies for 2nd, 3rd and 6th Place Building, and 2nd Place Area Search!

The community was very supportive of this event, with about 5,000 in attendance over the course of the weekend. The 2nd Annual Desert Dog K9 Trials to be held in April 2004 looks to be an even bigger event!

### 2003 Statistics

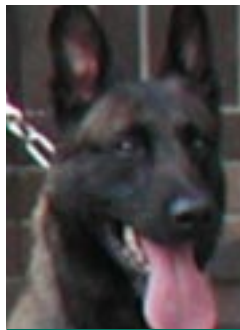
Dispatched Calls For Service...2,378  
 SWAT Assists...24  
 Felony Arrests...154  
 ISB Assists...13  
 K9 Arrest Assists...140  
 Misdemeanor Arrests...118  
 Felony Stops...30  
 Total K9 Uses...641  
 Callouts...26  
 Narcotics/Bomb Searches...243  
 In Progress Calls...42  
 Area Searches...76  
 Alarm Calls...67  
 Article Searches...7  
 Deterrent...40



K25 KEYLO



K24 ROCKY



K23 SPIKE



K22 KARLOS



K21 NITRO

## PATROL ENFORCEMENT SECTION (CONTINUED)



SPD K9 Officers and Helpers

(Front L to R) Officer Derek Litchfield, volunteer Jeaneen McKinney, Officer Chance Lovell

(Back L to R) Officer Neil Gang (Surprise PD), K21 Officer Owen Keefe, K22 Officer Jack Taylor, K23 Officer Scott Dilullo, K25 Officer Hal Imgarten, Officer Travis Kerby





Chief Alan Rodbell and Mr. Edward Abbott



Officer Chance, Raven and Mr. Abbott.







### HEAT Unit

The HEAT Unit consists of five detectives and is supervised by Sergeant Jeff Walther.

The unit uses a variety of enforcement techniques to target high crime areas, criminal violators, and activities that heavily impact the community. HEAT Unit detectives accomplish these tasks by assuming the lead problem solving role and coordinating the response of community members, patrol officers, detectives, crime analysis, and outside law enforcement agencies.

HEAT Unit Detectives use a variety of traditional and non-traditional methods in an effort to reduce crime trend hot spots, deter future crime, identify perpetrators, and arrest suspects in the commission of crimes. Non-traditional methods include the use of ruses, decoy operations, covert surveillance, use of informants, and undercover operations. These methods increase the probability that suspects will be identified and arrested quickly, thereby reducing their

ability to commit future crimes. The average patrol officer does not typically have the training, time, support, or resources available to address certain crime problems. This is what makes the HEAT Unit such a valuable resource to the police department and the citizens of Scottsdale.

### 2003 Highlights

- A major wire tap investigation.
- Massage parlor enforcement, (Chief's Award for Team Excellence).
- Escort Service enforcement.
- The initiation of the Covert Underage Buyer Program.
- Rock Burglary surveillance.
- Armed robbery surveillance and apprehension.
- Neighborhood drug house enforcement.
- Felony and misdemeanor warrant roundups.
- Aggravated assault surveillance and apprehension.

### 2003 Statistics

- Beat problems addressed...61
- Percentage of time addressing beat problems...26%
- Requests for HEAT unit assistance ...163
- Requests performed...117
- Felony arrests...127
- Misdemeanor arrests...146
- Calls for service assists...813
- Critical incident responses...63



(L to R) Sgt. Tom Hill, Officers Gary Sheldon, Larry Raymond, Kirk Toth, Dan Garcia

## Mounted Unit

The unit consists of three officers, ten reserve officers, three part time wranglers, eight horses and is under the direction of Sergeant Tom Hill.

The Scottsdale Police Mounted Unit was formed in 1985 and has changed its focus and direction over the years to keep up with the growing needs of the City. The unit works out of WestWorld, the City's premiere equestrian park and takes advantage of the many training opportunities within the 360-acre park. The unit utilizes two horse trailers to transport the officers and horses to their patrol areas.

The primary use of the Mounted Unit is crowd control and high profile patrol and they are utilized for public safety, community relations and mutual aid. Working together with the Mounted Units from Tempe, Phoenix and MCSO, a team of over 20 horses can be deployed to assist in any large event such as the Fiesta Bowl Block party, FBR (formerly Phoenix) Open or during times of civil unrest and demonstrations. The Mounted Unit also provides the special enforcement means needed at the large events held in Scottsdale.

The Mounted Unit is deployed mainly in the City's ever-expanding downtown Entertainment District. The officers and horses primarily work night shift until 3:00 a.m. and are utilized to protect the citizens who frequent the nightclubs and other

businesses in this area. Working often in teams of two, the officers and their mounts work crowd control outside the nightclubs and take enforcement action as dictated by their high profile patrolling.

Each year the Scottsdale Police Mounted Unit hosts the largest mounted school in America, training officers from across North America. Officers from Phoenix, Tempe, Glendale, Sedona, and as far away as Las Vegas, attended the training. This year the unit also assisted in the start of a new mounted unit in the City of Marana.

As an ambassador for the Police Department and the City of Scottsdale, the mounted officer is a versatile officer. In a single week, the officer and his mount could be providing security to a large event, providing protection for all sides at a demonstration, making arrests and writing citations, searching the desert for evidence or a lost subject, and still find time to train a new horse or speak at a local school.

## 2003 Highlights

- Fiesta Bowl Championship Game (mutual aid)
- Parada Del Sol Parade, "Best Over All" Award
- FBR (Phoenix) Open
- Arizona Police Memorial
- Arizona Bike Week
- Mounted Certification School



Public Safety Day event.

## DETENTION SECTION

The Detention Section is under the direction of Manager Glen Olson and consists of 4 supervisors, 23 Detention Officers and 1 Fingerprint Technician.

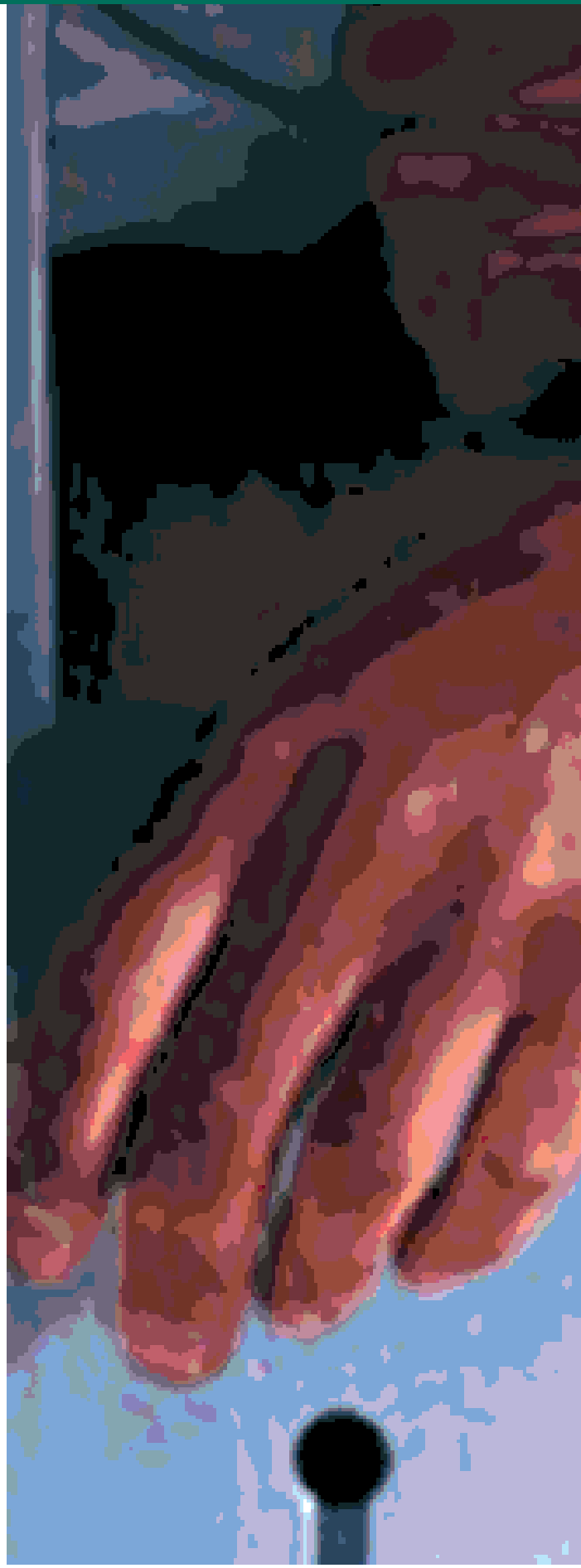
The staff is responsible for the custody and care of prisoners processed and/or held at the two Scottsdale jails and also provides transport for prisoners to the county jail and courts within the county. The Detention Officers maintain the jail facilities and equipment and must comply with related departmental and state laws.

### 2003 Highlights

- Increased 24-hour confinements by 30%, resulting in a cost savings of \$30,000+.
- Expanded confinements to 48 hours maximum and included prisoners requiring medication.
- Maintained 100% staffing for the entire year.
- Completed evacuation drills.
- Significantly reduced prisoner meal cost through competitive pricing and adjustments to feeding policy.
- Revised General and Operational Orders that pertain to Detention, fulfilling accreditation requirements.
- Completed an updated market study/comparison to other Valley jail operations.
- Received a favorable audit from the Governor's Division for Children, related to juvenile detention.

### 2003 Statistics

- Detention employees...29
- Prisoner transports...4,303
- Total bookings...8,558
- Total 24-hour confinements...1,302





## Professional Development/ Investigative Services Bureau

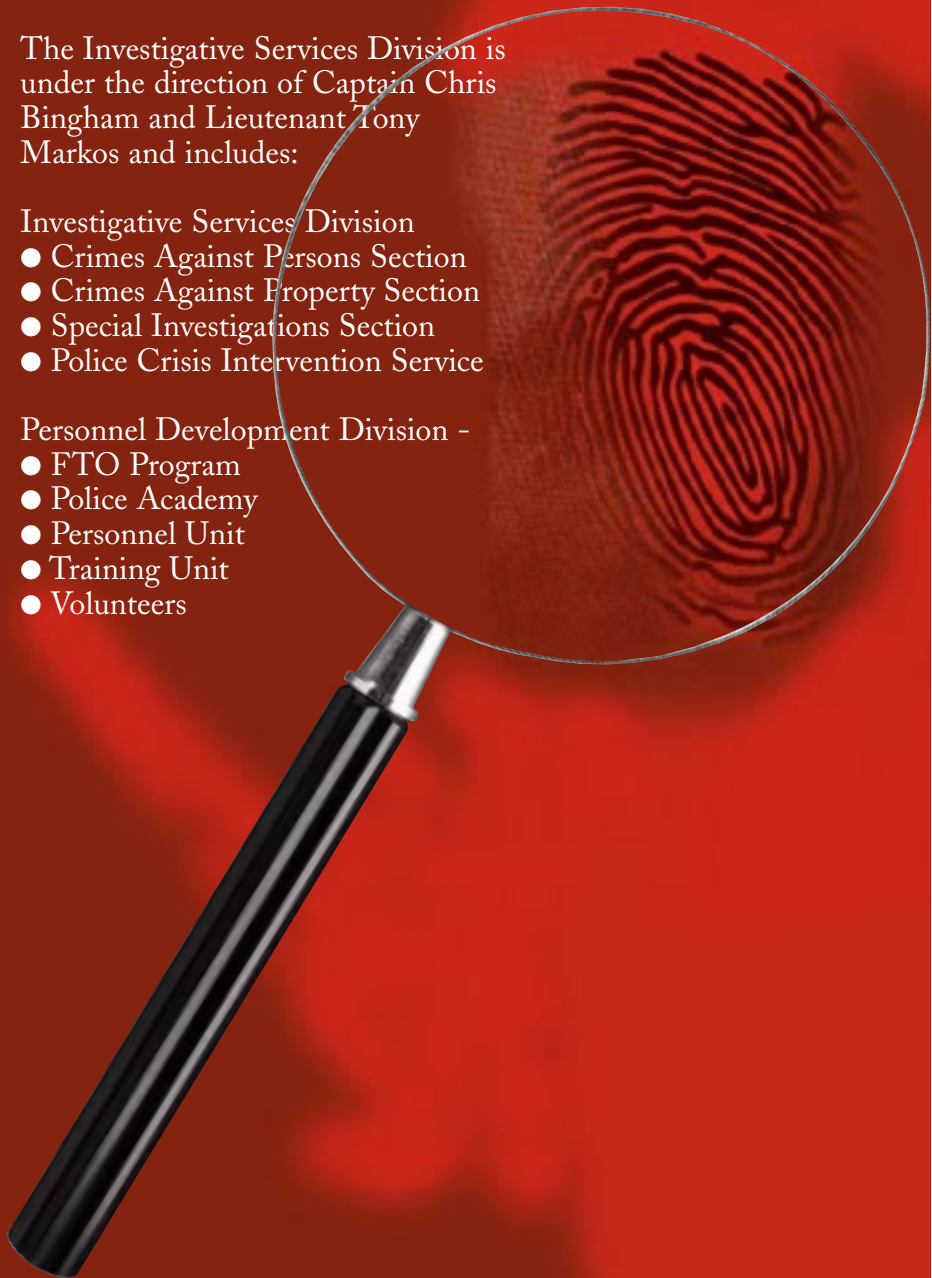
The Investigative Services Division is under the direction of Captain Chris Bingham and Lieutenant Tony Markos and includes:

### Investigative Services Division

- Crimes Against Persons Section
- Crimes Against Property Section
- Special Investigations Section
- Police Crisis Intervention Service

### Personnel Development Division -

- FTO Program
- Police Academy
- Personnel Unit
- Training Unit
- Volunteers



## CRIMES AGAINST PERSONS SECTION

The Crimes Against Persons section is under the direction of Lieutenant Tony Markos and includes the Violent Crimes Unit, Sex Crimes Unit, Domestic Violence Unit, Family Advocacy Center, School Resource Unit and the Gang Liaison Officer.

### Violent Crimes Unit

The Violent Crimes Unit is supervised by Sergeant Don Bellendier.

#### 2003 Accomplishments

- The Violent Crimes Unit (VCU) responded to two Officer Involved Shootings that resulted in the death of the suspects. Both incidents were successfully investigated and the cases were reviewed by the County Attorney's Office and cleared as being justifiable.
- A man robbed three banks by brandishing a simulated explosive device. The robberies all occurred at the same intersection in Scottsdale. VCU detectives set up surveillance on the banks in the area and caught the suspect, a known figure in the world of professional golf, during a robbery-in-progress. A confession was obtained and he is awaiting trial.
- Serial Bank Robbers who were profiled on America's Most Wanted were captured in South Africa. The two suspects were responsible for a long string of violent bank robberies across the US and Canada. This had been a major on-going investigation for several years involving multi-jurisdictional forces. Scottsdale Detective Tom Van Meter played a major role in the relentless pursuit of this duo and keeping the investigation moving forward.
- The body of a murdered young Vietnamese woman was found in the trunk of her abandoned vehicle in a Scottsdale business parking lot in August. This was a major "Who Done It?" case. Many of the people involved spoke Vietnamese and a Vietnamese police officer from Phoenix was temporarily assigned to assist. The Violent Crimes Unit worked around the clock interviewing numerous witnesses, serving search warrants and viewing hundreds of hours of casino surveillance tapes, eventually leading to the tracking of the murder suspect to Yonkers, NY. Investigators flew to Yonkers, located the suspect and obtained a confession from him. He is awaiting trial. This case was solved in three weeks.
- Less than a month after the murder mentioned above, the Violent Crimes Unit detectives found themselves investigating another murder that had occurred at a local hotel in early September. The victim had been murdered on her honeymoon by her new husband, who had fled the state to Las Vegas, Nevada. Through tracking credit cards and assistance from Las Vegas Metro Police, the suspect was arrested in Las Vegas. Investigators drove to Las Vegas and obtained a confession from the suspect, who is now awaiting trial. This case was solved in less than 24 hours.
- Nearly five years after a double murder, the suspect in the case was successfully tried and convicted of 1st degree murder after shooting his estranged wife and her boyfriend to death in his North Scottsdale home.

## CRIMES AGAINST PERSONS SECTION (CONTINUED)

### Sex Crimes Unit

The Sex Crimes Unit is supervised by Sergeant Bruce Ciolli and is responsible for the investigation of sexual assaults, child molestations, sex abuse, child abuse, indecent exposures, any other type of sex crime and violent crimes against the elderly.

The unit is responsible for tracking and notifying the community of registered sex offenders living in Scottsdale. The unit conducted numerous search warrants for adult and child sex crimes, child exploitation sex crimes and computer sex crimes involving child luring and child pornography.

### 2003 Highlights

- One particular investigation involved a serial rapist targeting escorts in the Scottsdale and Phoenix jurisdictions. The case began with only an anonymous tip that these crimes were being committed. Detectives were able to locate a total of five victims. Three of the victims had been victimized in Scottsdale and two in Phoenix. The suspect had choked the victims to unconsciousness, robbed them and violently sexually assaulted them. He stole their personal items and intimidated them so they feared reporting the

crime. Detectives were able to track down the suspect through phone records and other investigative means. The Sex Crimes Unit along with SAU and HEAT were able to conduct surveillance and eventually take the suspect into custody without incident. The case went to the Grand Jury in November 2003 and a true bill was issued charging the suspect with 23 felony counts.

- The Sex Crimes Unit also conducted approximately 40 investigations for out-of-state agencies. These investigations involved interviewing multiple victims, suspects, witnesses and professionals in all types of disciplines.
- One noteworthy out-of-state agency investigation was an assist for Washington State Police. They had interviewed a victim who had been molested by her grandfather over 8 years ago. There was another victim involved but they were unable to locate her. The suspect lived in Scottsdale and Washington needed a solid interview with him to make the case. Detectives located the

other victim and conducted a forensic interview with her. After the interview, it was determined that child molest incidents involving this suspect also took place in Scottsdale. The lead detective met with the county attorney to discuss the case and it was decided that the entire case would be turned over to Scottsdale PD because Washington did not have a very solid case and they are not allowed to use audio recordings of interviews. Detectives interviewed the suspect and the county attorney is charging him with multiple counts of child molestation.

- The Sex Crimes Unit also assisted out-of-state and local agencies with 10 child luring/child pornography cases. A majority of these cases were reported to Scottsdale from the National Center of Missing and Exploited Children. The Sex Crimes Unit involvement with these cases will continue to expand as two Sex Crimes Unit detectives have been chosen to receive training in on-line child luring cases and forensic data recovery.

### 2003 Statistics

- Sex Assault (adult).....97
- Sex Assault (child).....52
- Other Sex Crimes.....19
- Community Sex Offender Notifications.....8
- Sex Offender files reviewed.....81

### Domestic Violence Unit

The Domestic Violence Unit is supervised by Sergeant Darcy Nichols and is responsible for the investigation of all domestic violence crimes.

There are a total of nineteen crimes that are classified as domestic violence. Some of these crimes include aggravated assault and assault, criminal damage, child abuse, vulnerable adult abuse, and harassment. There are four Domestic Violence detectives trained in the unique dynamics of domestic violence, as well as investigative techniques and county protocol necessary for successful prosecution. The detectives regularly attend patrol briefings and post academy classes to train officers in the investigation of domestic violence crimes.

The Domestic Violence detectives work closely with several other entities in order to provide the best service to victims. Detectives, city and county prosecutors, Adult

Probation officers, Crisis Intervention Specialists, Adult and Child Protective Services, and victim's advocates work as a team to address the unique characteristics of the cycle of violence experienced by domestic violence victims and offenders. This multifaceted approach improves investigations and enables victims to more easily access experts in each specialty.

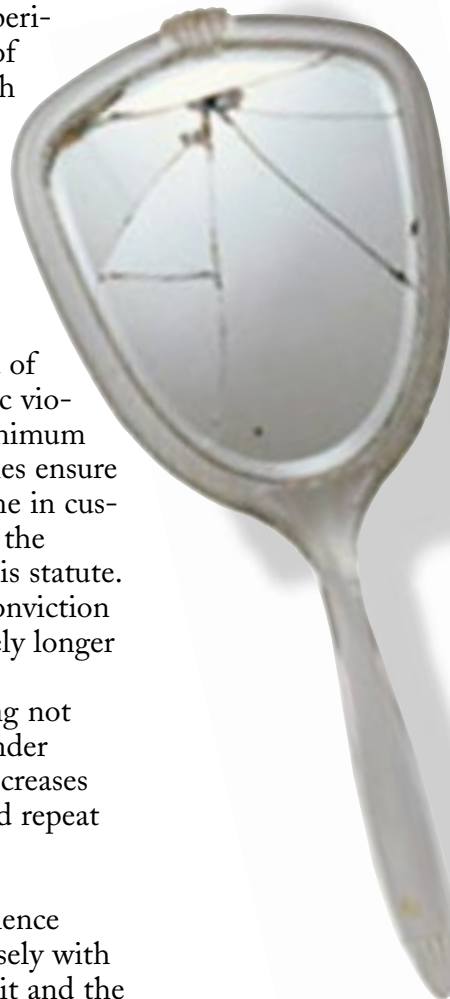
Detectives have experienced a great deal of success in 2003 with the increased charging of the Aggravated Domestic Violence statute, providing for enhanced sentencing for repeat offenders convicted of three prior domestic violence offenses. Minimum sentencing guidelines ensure offenders spend time in custody upon meeting the requirements for this statute. Each subsequent conviction requires progressively longer incarceration. This enhanced sentencing not only improves offender accountability, it decreases re-victimization and repeat calls for service.

The Domestic Violence detectives work closely with the Sex Crimes Unit and the

Violent Crimes Unit and share twenty-four hour on-call responsibilities.

### 2003 Statistics

- Domestic violence reports.....1,500





## CRIMES AGAINST PERSONS SECTION (CONTINUED)



Sgt. Ciolli (center) conducting a tour of the Family Advocacy Center for the CALEA assessors during the reaccreditation.

### Family Advocacy Center

The Family Advocacy Center (FAC) held its grand opening in February 2003. The site is located in the Mercado Shopping center at Mountain View Road and Via Linda.

The FAC is a victim friendly environment that offers support services to victims of child crimes, sex crimes, domestic violence and elder abuse. The facility uses the multi-disciplinary approach to provide relevant victim services. The center staff consists of Sex Crime/Domestic Violence detectives, PCIS, Victim Services, City Prosecutors, Adult Probation, CPS, sexual assault nurses, a forensic interviewer, a pediatric doctor and a receptionist.

### 2003 Statistics

- Interviews conducted for child and adult victims.....over 140
- Walk-in victims.....30
- Counseling sessions by PCIS & Victim Services.....over 80
- Sexual Assault exams conducted .....125

### School Resource Unit

The School Resource Unit was re-organized and reduced by four officers for a current strength of fourteen officers and is supervised by Sergeant Jim Dear and Sergeant Todd Muilenberg.

### 2003 Highlights

The reduction came with the termination of the DARE program. DARE officer positions were used to staff the newly formed Repeat Offender Unit.

The SRO detective status option has been extremely successful. SRO's have greatly impacted the workload for the rest of the Bureau by investigating their own cases to fruition. Additionally, the SRO unit successfully investigated two high profile cases. One occurred at Coronado High School and involved a high dollar amount burglary. The other involved the assault of a Scottsdale Unified School District (SUSD) Administrator where the suspect was the husband of a school principal. Both incidents received sustained press coverage and were entirely investigated by SRO Detectives. Both incidents ended with the physical arrest of suspects.

SRO's participated in the Scottsdale Police Teen Academy conducted by the Scottsdale Police Community Relations Unit. This is an abbreviated version of an actual police academy and the purpose is to give teens who may be interested in a law enforcement career information regarding qualifications necessary for success. Additionally, it allows participants to experience the academy environment first hand in order to make a more informed decision on continuing with this vocation.

SRO's hosted and participated in the Arizona School Resource Officer's Association Conference. This conference gave SRO's from across the state information and training on Arizona specific SRO issues.

SRO's participated in a one day Domestic Violence / Sex Crimes seminar conducted at the Scottsdale Family Advocacy Center by the Sex Crimes and Domestic Violence Units. This training consisted of information on conducting investigations, interview and interrogation techniques, child abductions, sex crimes, crime scene management, and forensics, as well as orientations from a number of support services that are available to detectives.

Because SRO's are certified to ride the police bicycle, they are part of the Scottsdale Police Search and Rescue Team. The police bicycle has proven to be an effective tool in a search and rescue scenario.

Additionally, when a search and rescue mission develops, the resources of the department are rapidly depleted. The use of SRO's assists in maintaining the numbers needed to successfully complete a search and rescue mission. The training included the use of Global Positioning System equipment along with the various types of search techniques utilized by the team.

During the summer, SRO's performed a wide variety of duties and completed an extensive amount of training. As part of the Investigative Services Bureau, some SRO's were assigned to detective positions within the Property Crimes, Sex Crimes/Domestic Violence and Intelligence sections. These assignments enhance the detective skills and increase the SRO's overall job knowledge pertaining to investigations. It also facilitates cooperation and understanding within the bureau. SRO's also were assigned to the Warrant Unit to address the high number of outstanding Scottsdale City Warrants.



## CRIMES AGAINST PERSONS SECTION (CONTINUED)

SRO supervisors have developed, conducted and facilitated training for Scottsdale Unified School staff and administrators on a multitude of topics. Presentations have ranged from instruction on dealing with irate parents to child abduction protocol for school principals. Last school year there was a number of incidents where time critical reporting of crimes against children was not brought to the attention of police by the school staff members. SRO supervisors addressed this problem by establishing a school reporting protocol. Before this

plan could be implemented it required that all SRO's, school principals, school staff members, police communications personnel, police detectives and social services groups were all familiarized with the protocol and how to implement it. The results have been extremely successful with a dramatic decrease in poor reporting by the schools.

The Scottsdale Police Department School Resource Unit is becoming a recognized model for other agencies to follow. The unit has assisted Sedona PD on

developing a testing process for SRO's. In addition, El Mirage PD has requested assistance in the further development and implementation of their established SRO Program.

The SRO unit is extremely involved in all aspects of Juvenile Delinquency Prevention Initiative (JDPI). Unit members are represented in all aspects of the project and their assistance is critical to the successful development and implementation of the program.



### Gang Liaison Officer Program

The Gang Liaison Officer (GLO) program was designed to address street gang issues in the city. It is a decentralized program consisting of officers who are assigned to various units throughout the police department, including Patrol, Bikes, HEAT, School Resource Officers, Special Investigative Services, Property Crimes, and the Violent Crimes Unit.

GLO special enforcement details commenced in Spring 2003. They gathered and shared intelligence with other agencies statewide, and attended the monthly East Valley Gang Task Force meetings. GLO's also attended gang training from the Arizona Department of Public Safety. A new computer program and database were acquired which enables GLO's to gather and share gang member intelligence information.

## CRIMES AGAINST PROPERTY SECTION

GLO's worked special events in Scottsdale this year, including Bike Week and the International Outlaw Motorcycle Gang Investigators Association Conference. They also conducted training classes for new officers in the Post Academy, and participated in the Getting Arizona Involved in Neighborhoods (GAIN) event.

### 2003 Accomplishments

- Provided training for officers and citizens.
- Spoke at public meetings.
- Worked special enforcement details.
- Assisted in special events.
- Gathered intelligence.
- Identified and documented gang members.
- Participated in regional training and meetings.

### 2003 Statistics

- Special enforcement details worked .....18
- Gang Member Identification Cards (GMIC) completed.....67
- Arrests made.....29

The Crimes Against Property Division is under the direction of Lieutenant Craig Chrzanowski and consists of the Auto Crimes Unit, Burglary Unit, Fraud Unit, Pawn Detail, Repeat Offender Program and Warrant Detail.

### Auto Crimes Unit

The Auto Crimes Unit is supervised by Sergeant Tom Macari.

### 2003 Highlights

Crime Against Property Unit detectives a vehicle burglary trend that had received national media attention when the suspect had targeted rental vehicles at golf courses and hotels. Over 100 Burglary From Vehicle cases were cleared after the arrest of the suspect and the service of search warrants.

The Bait Vehicle Program was launched and Scottsdale PD was the first police department in the state to deploy a bait vehicle. Additional funding was obtained through an ATA grant for two additional Bait Vehicle systems and two additional Bait Vehicles from the insurance companies.

The Auto Theft prevention displays were continued, giving citizens an opportunity to speak to Auto Theft Detectives and sample different anti theft devices.

Grant funding was obtained from the ATA for VIN etching equipment. Three VIN etching sessions were held and over 180 vehicles were etched.

The Auto Crimes Unit achieved an 18% auto theft clearance in FY2002/03 as compared to the Arizona state average of 9.5%.

### 2003 Statistics

- Auto thefts.....1,471
- Scottsdale stolen vehicles recovered in Scottsdale .....307
- Scottsdale stolen vehicles recovered in other jurisdictions.....786
- Other jurisdiction stolen vehicles recovered in Scottsdale.....260
- Total value of vehicles .....\$13,684,087.00

## CRIMES AGAINST PROPERTY SECTION (CONTINUED)

### Burglary Unit

The Burglary Unit is supervised by Sergeant Eric Rasmussen.

#### 2003 Highlights

- Detectives investigated a Cell Phone Commercial Burglar. Over 12 commercial burglaries were cleared in Scottsdale and Phoenix upon completion of this investigation.
- Unit detectives arrested a security guard at Westminster Village who had burglarized 14 apartments at Westminster Village. All cases were cleared and much of the property was recovered.
- Detectives investigated and arrested a commercial burglar, who was known for his method of removing windows and then replacing them after the burglary. Over 70 commercial burglaries were cleared in Scottsdale, Tempe, Mesa, Chandler and Gilbert. Two search warrants were served and over 30 computers were recovered.
- Detectives worked a Commercial Burglary Trend. Upon arrest of the suspect, three search warrants were served and tens of thousands of dollars in stolen property was recovered. Over 180 commercial burglary cases were cleared in Scottsdale and Tempe.
- Detectives investigated a commercial burglar who had been stealing safes from the floors in commercial businesses for several years. This was a cooperative effort with Phoenix PD and the newly formed ROP Unit. The suspect was arrested and as many as 60 burglary cases will be cleared throughout Maricopa County.
- Detectives investigated and solved numerous residential Cat Burglary cases in District I. The suspect admitted to 12 residential burglaries.
- Burglary Unit detectives investigated a series of Walgreens/Osco commercial burglaries. The suspect was identified and arrested. The clearance of approximately 70 burglary cases countywide is anticipated from this investigation.
- Detectives investigated several garage burglaries, identified and arrested the suspect. Fifteen residential burglary cases were cleared with a potential for clearing dozens more as the investigation continues. A Search Warrant and pawnshop seizures recovered thousands of dollars worth of victim's property.
- The entire Burglary Unit continues to investigate leads in the "Rock Burglar" case. This case has received national media attention and the investigation is extremely complex. These detectives have made more advances in this case in the last year and a half than the previous nine years combined. Each of the detectives has responded to numerous scenes on weekends when they have been on and off duty. Their dedication and hard work will result in the arrest of the suspect.
- The Burglary Unit achieved a 14% burglary clearance rate and 18% theft clearance rate as compared to the Arizona state average of 6.7% for burglary and 15.8% for theft. At the end of September 2003 there has been an 18% decrease in burglaries for the same time period in calendar year 2002.



## Fraud Unit

The Fraud Unit is supervised by Sergeant Gary Nelson.

### 2003 Highlights

- Fraud Unit detectives were contacted by Insight Computers Inc. regarding an extensive fraud being perpetrated on their company. An unknown suspect had obtained passwords to legitimate Insight customers and was ordering computer equipment on fraudulently obtained credit cards or billing the orders to the existing Insight customer without their authorization. The investigation determined the suspect had ordered this merchandise from a personal computer, which SPD investigators traced to an address in Phoenix. It was later discovered the suspect had intercepted the wireless computer router signal belonging to the resident of that address, and placed fraudulent orders using the unwitting customer's IP address and Internet access. Further investigation was conducted and the suspect was eventually traced to a different residence in Phoenix. A search warrant was served which resulted in the recovery of the suspect's computer and a homemade device, which enabled her to intercept wireless computer signals

from businesses and residences. The suspect was positively identified through a fingerprint search as a Fugitive from Justice from the State of California and had been living in Arizona under an assumed identity.

- Detective identified and arrested a career criminal who had purchased a \$65K vehicle from Legends Cadillac under a false identity. The vehicle was recovered and the suspect was nominated as a TOP Five Crime Trends suspect after he was released on bail.
- Detectives investigated the case of an employee of Markel Southwest Underwriters of Scottsdale, who, over the course of a year, had embezzled \$261,000 by creating false claims against legitimate policies and having the checks mailed to nonexistent addresses. When the Post Office returned the checks, the suspect deposited them into an account she had opened in her minor daughter's name. Detective McMahan arrested the suspect.
- Unit personnel received information that the part owner of Pasta Bene restaurant in Scottsdale was

skimming credit cards and committing fraud on them. Research indicated several people had their accounts compromised after dining there, but initially there was insufficient evidence to proceed with an investigation. In April of 2003, the suspect was identified using a cloned counterfeit card at a Home Depot. The investigation resulted in 10 counts of Fraudulent Use of Credit Card and related offenses being charged against the suspect.

- Detectives arrested a suspect in July on several forgery charges. While in custody, the suspect recognized two other inmates in the Maricopa County Jail as past acquaintances. These two inmates were involved in the initial theft of the Scottsdale Police Department employee information list. The suspect told detectives the two inmates had possession of the list again while they were in Durango Jail. They divided the list in half and sent the two halves back out via mail to be kept in safekeeping to be used as a bargaining tool. The lists were subsequently recovered.

## CRIMES AGAINST PROPERTY SECTION (CONTINUED)

- The bookkeeper at AJ's Fine Foods was suspected of stealing \$68,000.00 over a 9-month period and gambling away the money at Casino Arizona on the Indian Reservation. Detectives met with AJ's Loss Prevention staff and, along with surveillance tapes and bank deposit records, provided enough information for the suspect to admit her guilt during an interview. She was arrested.

- While conducting an investigation into a suspect using an alias and passing forged checks at Sam's Club, detectives uncovered evidence linked to another suspect. The second suspect was being investigated for Internet Fraud on eBay for \$36,000 with 9 victims in several states. The second suspect and an accomplice were also arrested. An Arizona Grand Jury convened and warrants were issued and served on both subjects for extradition to Arizona. They face class 2 felony charges of Fraud Schemes, several counts of Forgery, and ID Theft.

- Unit detectives arrested a suspect involved in a large fraud scheme after a lengthy investigation. Over the course of approximately 2 years, the suspect opened

numerous bank accounts throughout the Valley. The suspect would inflate the accounts by kiting checks and would continue to write checks against the accounts once they were closed. Detectives later learned the Secret Service also had a case pending on the suspect. Between the Scottsdale and Secret Service cases, approximately 58 accounts were discovered in the suspect's name and the loss was determined to be approximately \$1.75 million dollars. The suspect was identified in numerous photo-lineups negotiating bad checks and subsequently a warrant was issued for the suspect's arrest. The suspect was arrested by San Diego PD on the Scottsdale warrant and was extradited to Arizona. The County Attorney plea offer to the suspect was 12 to 18 years in prison with a \$2 million cap on restitution. The suspect remains in custody.

- Information was received from two private investigators representing Louis Vuitton that a suspect was selling counterfeit purses out of a local store located in Scottsdale. The private investigators further advised that the suspect possibly had a warehouse full of counterfeit purses.

Detectives went to the business in an undercover capacity and requested to purchase a Louis Vuitton purse. The suspect drove a detective to the warehouses where he kept the counterfeit purses. Detectives subsequently arrested the suspect and a search warrant was obtained. Upon executing the search warrant, over an estimated million dollars worth of counterfeit purses were recovered (the estimate is based on if the merchandise was the actual product). The suspect confessed to selling counterfeit purses for approximately 5 years.

### **Pawn Detail**

The Pawn Detail is supervised by Sergeant Gary Nelson. They entered 16,910 pawn slips into the Maricopa County Pawn System and 522 of these transactions were identified as having active warrants for their arrest.

### **Warrant Detail**

The Warrant Detail, staffed by two detectives, cleared 3,542 warrants in FY2002/03.

As of July through November 2003, the unit has cleared 589 warrants valued at \$368,761.00.

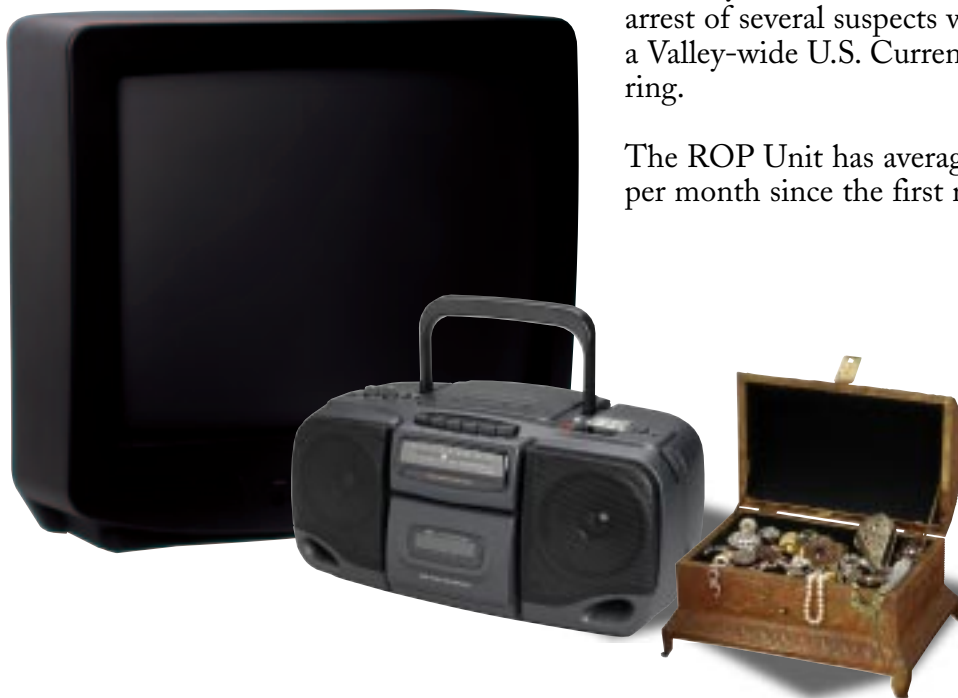
### **Repeat Offender Program Unit**

The ROP Unit was funded in July of 2003. Sergeant Rob Hoskin was selected as the Unit Supervisor and Detectives Jeff Hawkins, Aaron Henderson, Mike Whitcomb, Brent Vahle, Akil Davis and Brad Conley were selected as the initial unit members.

Since its inception, the ROP Unit has targeted 51 career offenders for ROP prosecution. Twenty career criminals who were targeted by the ROP Unit were sentenced to an average of 5.8 years.

The ROP Unit was commended by the United States Secret Service for an investigation they conducted which resulted in the arrest of several suspects who were operating a Valley-wide U.S. Currency counterfeiting ring.

The ROP Unit has averaged 18 felony arrests per month since the first month of operation.





## SPECIAL INVESTIGATIONS SECTION (CONTINUED)

The section is under the direction of Lieutenant Steve Gesell.

The Special Investigations Section, comprised of the Drug Enforcement Unit (DEU), DEA/Scottsdale PD Task Force Group 21, Criminal Intelligence Unit (CIU), and Special Assignment Unit (SAU), handles intelligence-gathering, undercover investigations, and tactical response/SWAT.



### Drug Enforcement Unit

This unit is comprised of seven detectives and is supervised by Sergeant Robert Manning.

The Drug Enforcement Unit is responsible for the investigation of narcotics complaints generated by Scottsdale citizens or through other investigative means.

#### 2003 Highlights

- Sponsored a second seminar providing advanced narcotics training to patrol officers, and certifying them as Narcotics Trained Officers (NTOs).
- Investigated and eliminated multiple neighborhood complaints of narcotics sales.
- Sponsored an undercover operations school for new detectives and detective candidates.
- Operation "X-Out"- In January 2003, Phoenix DEA supervisors and Scottsdale Police Department Narcotics Unit supervisors met to discuss furthering investigations into the distribution of club/predatory drugs in Scottsdale night clubs. Phoenix DEA Special Agent in Charge (SAC) Errol Chavez and Scottsdale Chief of Police Alan Rodbell solidified a special partnership resulting in the deployment of nine DEA special agents to Scottsdale to work alongside Scottsdale police detectives.

### Operation X-Out

This task force consisting of Scottsdale Police Detectives and DEA Agents identified and dismantled drug trafficking organizations by arresting their members. The group also targeted a cocaine/crack problem identified by the Scottsdale Narcotics Unit as originating in the southern part of the city. Undercover operations were established with primary focus on activity in and relating to nightclubs in Scottsdale from February 18th to September 29th. Several individuals were identified as major distributors of predatory drugs in Scottsdale and many of these individuals were using Scottsdale nightclubs to distribute their drugs. The investigation could not establish that any owners of the clubs were involved or had knowledge that drug transactions were occurring in their establishment. However, one employee of Axis-Radius was arrested for sale of cocaine and Ecstasy. Undercover detectives and agents were able to infiltrate distributing groups or “cells” within the clubs and they made numerous narcotics purchases inside and outside Scottsdale nightclubs.

Undercover operations were also established in the south part of Scottsdale. The group was able to target several subjects who were operating in an “open market” environment, selling crack cocaine, cocaine and methamphetamine. Amounts purchased ranged from ounces to multi-pound quantities.

Members of both Scottsdale Narcotics squads received the Kachina Award from City Manager Jan Dolan for Collaborating As a Team for their efforts during this operation.

### Statistics for Operation X-Out

- Arrests (15 club-related arrests and 13 other arrests).....28
- Pending club-related arrests.....6
- Total estimated street value of seized illegal drugs.....\$570,540.00
- Assets seized.....4 vehicles
- Illegal cash proceeds seized .....\$10,833.00

Illegal drugs seized included Ecstasy, marijuana, crack cocaine, cocaine, methamphetamine, and heroin, along with assorted pharmaceutical drugs.

In an educational effort, DEA Phoenix Division MET Group, in partnership with the Scottsdale Police Department and in cooperation with the Scottsdale Unified School District, sponsored three public forums in three Scottsdale Public School locations to discuss predatory drug issues with interested parents. Detective Todd Raybuck, of the Las Vegas Metropolitan Police Department and a nationally recognized expert in the field of predatory and club drugs, directed the forums.

### DEA Task Force Group 21

DEA Task Force Group 21 is a fledgling unit crafted in partnership with the U.S. Drug Enforcement Administration. This group operates out of the SIS facility and is also responsible for the investigation of mid-level and higher level drug violators and organization within or having a nexus to the City of Scottsdale. This group also focuses attention on traffickers that utilize the Scottsdale Airport, as well as package interdiction. This unit is supervised by Sergeant Jay Buckler and is comprised of five Scottsdale detectives and three DEA agents. The Department Asset Forfeiture detective is also assigned to this squad. The City employees in this squad are deputized federal agents. This unit also utilizes a drug-detecting canine. The attraction of this arrangement is essentially local control of federal resources. Highlights include:

#### 2003 Highlights

- The first DEA decentralized Task Force in Arizona was started.
- Acquired a K-9 from DEA for a package interdiction program.
- Assisted DEU with "Operation X-Out".
- Assisted with organizing public drug forums at local high schools.
- The unit was recognized with the City Manager's Kachina Award for Collaborating As a Team.
- Assisted DEU with Detective Selection Process/Undercover School.
- Assisted DEU with NTO School.
- Continued to investigate several major interstate drug conspiracy cases involving large drug seizures.

## Criminal Intelligence Unit

Sergeant Mark Clark supervised CIU until October and Sergeant Bruce Ciolli was selected to supervise the unit beginning in November.

The Criminal Intelligence Unit (CIU) is responsible for multiple diverse missions including counter-terrorism, vice and liquor enforcement and licensing, dignitary protection, organized crime intelligence gathering, intelligence analysis, and technological support. CIU is comprised of six detectives and two civilian employees and one detective is assigned to the FBI Joint Terrorism Task Force.

### 2003 Highlights

- Operation “Steel Horse”- An investigation targeting drug trafficking within the Hell’s Angel’s Motorcycle Club. In August, search warrants were served at four residences as a result of the investigation. Although spearheaded by CIU, all Special Investigations Section personnel participated in the extended investigation. Drugs and assets seized included 10 pounds of high-grade methamphetamine, 5 pounds of marijuana, heroin and cocaine packaged for sale, approximately 30 weapons, \$25,000 in U.S. currency, 3 vehicles and 1 residence.

### Statistics for Operation Steel Horse

- Street value of all drugs seized during the warrant service is estimated at \$200,000.
- Six arrests were made as a direct result of evidence found during the warrant service. The two main targets were not arrested at the time of the warrant service as part of the investigative strategy.
- Thirty illegal Mexican nationals were freed from smugglers during the raid at one location (DHS was contacted to assume disposition and facilitate deportation).

- Evidence of an organized immigrant smuggling operation was found at a second location.
- Twenty five Indictments were issued.
- Instrumental in the revision and passage of an improved City of Scottsdale Massage Ordinance.
- 1,500 massage therapists licenses processed.
- 160 massage facility licenses processed.
- 100 alarm company licenses processed.
- 20 escort licenses processed.
- 15 escort agency licenses processed.
- 200 liquor permit requests processed.
- 7,400+ hours of assist time to various units/agencies.
- 600+ internal requests for service.
- 800+external requests for service.
- 2 major organized prostitution investigations.
- 120+ vice operations.



## SPECIAL ASSIGNMENT UNIT



SWAT exhibit during the CALEA static display

The Special Assignments Unit (SAU) consists of six highly trained tactical officers and is supervised by Sergeant Jeff Trillo, and they comprise one of two primary entry components of the department SWAT team.

Primary responsibilities include surveillance, apprehension of dangerous suspects, high-risk search warrant service, dignitary protection, and tactical operational support for special events with an elevated threat risk.

### 2003 Highlights

- Seventy-one case file requests were worked, including fugitive/suspect apprehension, surveillance and dignitary protection. Sixty-one subjects were arrested related to these requests.
- Arrests involved persons wanted for robbery, narcotics sales, sexual assault (serial rapist), homicide, carjacking, and other miscellaneous property and misdemeanor crimes.
- Participated in 12 SWAT missions, three of which were warrant services.
- Participated in one additional warrant service at the unit level.
- Participated in both educational and/or service roles at community events, to include Teen Academy, Leadership Academy, Public Safety Day, CALEA Static Display, Israeli Independence Day Celebration, and New Years Eve Block Party.
- Maintained an active role as agency-wide lead training instructors in both firearms and defensive tactics disciplines.
- Assisted with Operation X-Out and Operation Steel Horse.



## POLICE CRISIS INTERVENTION SERVICE

### Police Crisis Intervention Service

The PCIS Unit has a 24 hour, 7 day a week response capability and is staffed by 5.5 Police Crisis Intervention Specialists and Supervisor Phil Riccio.

Police Crisis Intervention Service is responsible for providing crisis counseling, assessment, stabilization and referral services. Critical Incident Stress Management (CISM) is also offered to members of the community. In addition, educational services regarding intervention-related topics such as child abuse, domestic violence, substance abuse etc., are made available to the Scottsdale School District, civic groups and local human services providers.

### 2003 Highlights

- The PCIS Unit was organizationally restructured into its own section. The PCIS Supervisor now reports directly to the Deputy Chief of Professional Development/ Investigative Services Bureau. This organizational change lends more credibility to the Unit as well as enabling the PCIS Supervisor to be more involved in the Department strategic planning and decision-making process.

- All members of the PCIS/CISM Team completed both Basic and Advanced Critical Incident Stress Management (CISM) training. Additionally, another interventionist was added to the team, which brings the staffing level up to a total of 4 CISM providers. This service is offered to members of the community that have been affected by traumatic events such as homicide, suicide, vehicular accidents, major neighborhood incidents etc. Eight community debriefings were provided in 2003.
- Two members of the PCIS Unit were assigned and relocated to the new Scottsdale Family Advocacy Center. One position has a primary focus on providing intervention services to victims of sexual assault, elder abuse and crimes against children. The other interventionist assists victims of domestic violence.
- The unit completed operational changes that enabled PCIS specialists to respond directly to the scene of virtually all child and adult sexual assault calls. These procedural changes should result in at



(Standing L to R) Phil Riccio, Alison Brevard, Natalie Summit  
(Sitting & Kneeling L to R) Tracey Wilkinson, Cyndy Bugnone, Jim Schubert, Kelly Wills

least a 20% increase in intervention services provided to victims of these types of crimes.

- The PCIS Unit was again selected to be the recipient of community donations by the Las Rancheras Republicans Women's Club. To date, the Club has donated more than \$4000.00 in cash and supplies for victims of crime and circumstance.

### 2003 Statistics

- Client Contacts.....3,972
- Referrals.....2,689
- Domestic Violence Contacts .....576
- Community Outreach Service.....168

## PERSONNEL DEVELOPMENT DIVISION

The Personnel Development Division is under the direction of Lieutenant Tony Gibson and includes the Field Training Officer Program, Police Academy, Personnel Unit, Training Unit and Volunteers.

### Field Training Officer Program

#### 2003 Highlights

- Significant changes were made to the administration of the FTO program, including creating a non-FTO training form to permit non-FTOs who conduct training to document their efforts; modifying the Critical Task Worksheet to facilitate greater event documentation; incorporating a functional FTO critique; and ten Pre and Post Academies were held. Several changes were made to the content of the Sergeant FTO training program, including adding a fifth week for solo observation and modernizing the Critical Task Worksheet.
- Six FTO In Service courses were instructed for existing FTOs and two NAFTO Basic Courses for new FTOs were hosted. Twenty-three new police officer and police aide FTOs were selected and trained.
- FTO Admin Officer Heidi Parrow traveled to



Officers Heidi Parrow and Amii Fairfield

- two out of state NAFTO conferences, providing training in Trainee Remediation procedures.
- Several existing FTOs were nominated for achievement awards, one leadership award was acquired, a "Health of Community" award was received from the City, and the accomplishments of several line level FTOs were acknowledged with Superior Performance Awards.
- Twelve ALEA and Mesa Police Academy classes were supported with instructors, evaluators, and actor personnel for field problem administration.

#### 2003 Statistics

- Total Officer FTOs.....62
- Total Sergeants Trained.....3
- Total PA FTOs.....5
- Total New FTOs.....23
- Total Trainees.....93

### Police Academy

The Recruit Training Officer (RTO) position is a temporary assignment at the Arizona Law Enforcement Academy (ALEA). The officers assigned assist with training, mentoring, and instruction of new officer recruits. Each academy class usually has three RTOs assigned under the supervision of the class sergeant. The academy is 16 weeks long for new recruits and includes very rigorous fitness training, academic instruction, and classes on firearms, defensive tactics, and tactical driving. The RTOs are considered class counselors, but are also the first line supervisors to the recruits.

Assigned to ALEA for 2003 were Officer Amii Fairfield, Officer Heidi Parrow, Officer Brandon Sullivan and Sergeant J. C. Taylor as supervisor.

## Personnel Unit

### 2003 Highlights

- 100% of Arizona Police Officers Standards of Training (AZPOST) audits identified the files of hired officers to be complete, accurate, and meeting all AZPOST requirements.
- The number of applicants processed through the police officer testing process was 331 in 2003 (842 were invited to test in 2003). This was accomplished while maintaining high standards, as only 9% of those tested in 2003 were eventually hired.
- We invited 366 applicants to test for civilian positions (18 test dates were for dispatch positions); of the 285 actually tested, 26 were hired (9.1%).
- Detective Mary Jo Hall, certified as a backup polygraph examiner, has been administering pre-employment Polygraph examinations and now has a work area in the Polygraph office.
- Secure off-site file space for candidate background material was completed.

- New secure filing cabinets have been ordered for the Personnel files.

- We are staffed 100% at the sworn levels for the first time in department history.

### 2003 Statistics

- Promotions.....7
- Retirements.....13
- Number of sworn officers.....377
- Number of civilian employees....244
- Sworn positions hired.....30
- Civilian positions hired.....27
- Total from protected classes.....11 officers (30%)
- Total from minority classes (officers).....6 officers (20%)
- Total from minority classes (civilians).....2 civilians (7%)

## PERSONNEL DEVELOPMENT DIVISION (CONTINUED)

### Training Unit

#### 2003 Highlights

- Hosted a General Instructor class.
- Hosted a 5 day Spanish class.
- Conducted Weapons of Mass Destruction First Responder training for the entire PD.
- Hosted a Firearms Instructor school.
- Conducted Gas Mask Training.
- Mobile Field Force at the training facility.
- The training facility was renamed The Thomas A. Hontz Training Facility.
- Sponsored over \$10,000.00 worth of free training from the Public Agency Training Council (PATC) based in Indiana.
- Conducted Active Shooter Training.
- Hosted live fire exercise for the Citizens Police Academy.
- Provided a multitude of training opportunities to this department and to other Valley agencies as well. The Training Unit partnership with the PATC provided free training opportunities that otherwise would not have existed. The Mounted Unit hosted the National Police Mounted Patrol School, the Bike Unit hosted the IPMBA (International Police Mountain Bike Association) Instructor School and SIS hosted the International Organization of Motorcycle Gang Investigators Association seminars. The Training Unit also took advantage of connections back East and invited two of the main participants in the D.C. Sniper Investigations to address police personnel here and valley-wide.





*For information on rewarding opportunities for volunteering with Scottsdale Police Department, contact the Police Department Volunteer Coordinator Office at (480) 312-5051.*

### **Scottsdale Volunteers**

Volunteers serve in more than 20 units or assignments throughout the department, including Records, Forensic Services (Crime Lab), Special Services, Investigative Services, Personnel, Accreditation, Community Relations and Handicap Parking Enforcement.

Volunteers provide a vital service to the department and several volunteers have reached significant levels of volunteer time, including:

#### **100 Hours**

Linda Al-Mutawa  
Crime Lab

Chris Henningsen  
VIP

George Pillmore  
Records Unit

Joan Glenn  
Crime Lab

Avery Harris  
H/C Parking Enforcement

#### **500 Hours**

Roger Stump  
H/C Parking Enforcement

Art Agosta  
H/C Parking Enforcement

Ed Miles  
District One Volunteer

Trudy Rowland  
Crime Lab

#### **1,000 Hours**

Irv Tucker  
Volunteer Coordinator

Douglas Wattier  
VIP

#### **1,500 Hours**

Paul Horenstein  
Records Unit

Ruth Horenstein  
Records Unit

Fred Lindermann  
Crime Analysis Unit

#### **2,000 Hours**

Steve Zimmerman  
VIP

#### **3,000 Hours**

Jim Shordock  
H/C Parking Enforcement

#### **4,000 Hours**

George Stafford  
District One Volunteer

#### **5,000 Hours**

Ed Roscher  
Property & Evidence Unit

#### **6,000 Hours**

Sam Goldsmith  
Community Relations Unit

#### **13,000 Hours**

Lee Siffing  
Training / Personnel Unit

#### **Volunteer Hours For 2003**

- Total Volunteer Hours  
.....13,438
- Total Money Saved  
.....\$192,478
- Handicapped Citations  
Served.....1,389



(L to R) Chief Alan Rodbell, Mr. Sol Furman, Deputy Chief John Cocca

### **Volunteer of the Year**

Sol Furman  
Special Services Division

Sol Furman has been a volunteer for the past 9 years and works in the Special Services Division (SSD) and presently has over 1500 hours of credited service. Sol is responsible for maintaining the administrative files in SSD and for tracking and filing all vehicle documentation on the 277 vehicles of the police department. Sol is quick to offer suggestions and viable ideas that lead to improvements, including a recent suggestion that was used to reorganize the department vehicle, radar and ballistic vest records into a more user-friendly system.

Sol has proven to be an invaluable resource to the Police Department. He is a "hands-on" type of person and his work ethic, positive attitude, and cheerful demeanor is valued by all and we are honored he chooses to work in SSD. He truly cares and believes in the Scottsdale Police Department, the people that work here, and the role that volunteers have within the Police Department. Sol is 90 years old and has the stamina and drive that a younger person would wish for. He is truly remarkable!



## Administrative Services Bureau

Communications Division  
Forensic Services  
Planning, Research & Accreditation  
Police Records & Analysis Division  
Special Services Division  
Technology Services Division

The Administrative Services Bureau is under the direction of Helen Gandara-Zavala and provides administrative and logistical support, strategic planning, technology implementation, policy setting and decision making relative to all divisions in the Scottsdale Police Department

### ADMINISTRATIVE SERVICES BUREAU

The Communication Division is under the direction of Manager Thomas Melton and consists of the Dispatch Unit, the Teleserve Unit, and the Switchboard Unit.

#### Dispatch Unit

The Dispatch Unit answers all City of Scottsdale 9-1-1 emergency calls and uses radio and computer technology to keep in contact with the officers and assist with their requests. Dispatchers query computerized databases for drivers' license information, motor vehicle information and warrant checks.

#### 2003 Highlights

- In the process of hiring and training the 15 new positions gained for 2003. The additional personnel will help by increasing customer service, improving officer safety, combating stress related illnesses, addressing turnover and decreasing the need for overtime.
- The Dispatch center is undergoing a minor face-lift that will add an additional 150 square feet and allow for an additional 2 new positions.
- In the first stages of design for a new state-of-the art Communications Center.
- Participated in the first phase of the evaluation process for the new CAD system in December. The vendor demonstrations will proceed in early 2004, a vendor will be selected and a contract awarded by mid 2004.
- Acquired 2 additional call taker phone positions from the Maricopa 911 region. Along with the additional CAD position acquired via a grant program, the unit was able to utilize a fully functional training position.
- Installing mapping equipment from the Maricopa 911 region to allow the use of maps to locate 911 calls. This will be of particular help with the Phase 1 and Phase 2 cellular phone calls.
- Rebuilding of the Communications Center training program to allow better use of feed back from both the trainees and trainers. This program was broken down to its smallest components to determine what, if any, portion needed additional attention.
- The unit assisted in the refresher training of all personnel who utilize the radio system.

## COMMUNICATIONS DIVISION

### 2003 Statistics

- 9-1-1 Calls.....124,589
- Non 9-1-1 Calls  
.....451,334
- Mobile 9-1-1 Calls  
.....68,898
- Calls For Service  
.....270,158
- Radio ACJIS Queries  
.....129,747
- Officer MDC ACJIS  
Queries.....659,449

### Teleserve Unit

The Teleserve Unit takes telephone reports throughout their shift in order to enable patrol personnel to provide better response times on calls for service that necessitate an officer be on the scene.

Teleserve handles reports ranging from basic delayed property crimes, such as bicycle thefts, stolen vehicle and criminal damage, to crimes such as harassment, interference with judicial proceedings, frauds, and more. The Teleserve Unit is staffed by six Teleserve specialists and is supervised by Toni Todd.

### 2003 Statistics

- Calls for Service Handled  
.....5,009
- DRs Taken.....3,454
- Field Interview Cards  
Written.....145
- FI Cards Entered into  
RMS.....2,234

### Switchboard Unit

The Switchboard Unit answers the Police Department main non-emergency number and forwards calls as necessary.

The Switchboard Unit has been merged with the City's Call Center. This merger will strengthen the bond between the Police Department and the rest of the City departments, and help improve customer service.

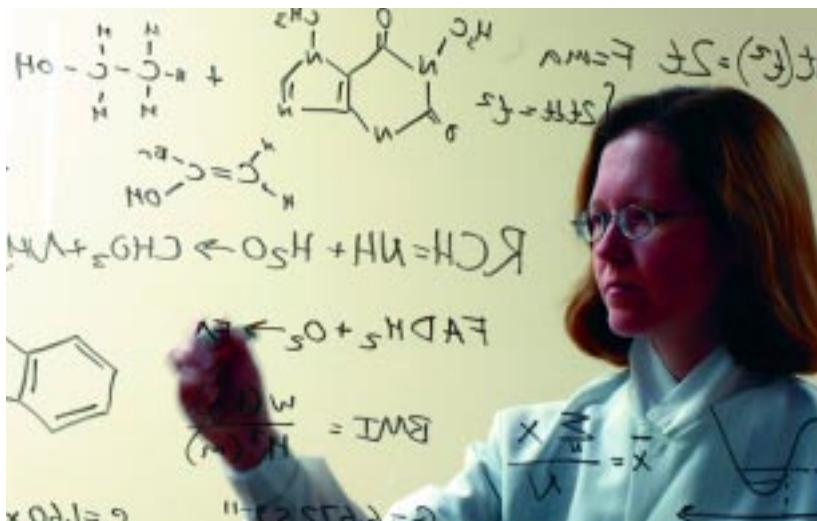
For January to June, the Switchboard Unit handled 45,710 phone calls.

## FORENSIC SERVICES DIVISION

The Forensic Services Division (FSD) is under the direction of Manager Steve Garrett, who is responsible for all work produced by the division.

The division manager leads and directs the functions of the Identification Services Unit, the Crime Scene Specialist (CSS) Unit, the Criminalistic Unit, the Property and Evidence Unit and the division secretary. The Property and Evidence Manager, Identification Services Supervisor, CSS Supervisor, all criminalists, and the division secretary report to the FSD Manager. The CSS personnel report to the CSS Supervisor. The latent print examiners, fingerprint technicians, and photo lab technicians report to the Identification Services Unit Supervisor, and the Property and Evidence Technicians report to the Property and Evidence Manager.

The FSD provides service to our customers to aid in the successful disposition of all investigations in accordance with legal and professional guidelines through the identification, documentation, collection, analysis, and preservation of physical evidence.



Lyn Kogler - Criminalist (Drugs)



Steve Valdez - Criminalist

### Identification Services Unit

The Identification Services Unit is composed of seven full-time and two part-time employees and is responsible for:

- Collecting and disseminating arrest and identity information from Scottsdale Police Department arrests and updating appropriate databases to reflect arrest and identity information.
- Processing latent prints from evidence left at a crime scene using techniques and methods not normally available to the crime scene specialist unit.
- Comparison of latent lifts and the entry of latent prints into the Automated Fingerprint Identification System.
- The examination and comparison of footwear and tire track impression evidence.
- Developing, processing and filing all photographic negatives produced by the department, as well as printing photographs for investigative purposes.

### Crime Scene Unit

The Crime Scene Unit is composed of nine employees and is responsible for processing all crime scenes. The unit is comprised of personnel responsible for photographing, documenting and sketching crime scenes, as well as recognizing, collecting and preserving all types of physical evidence.

### Criminalistic Unit

The Criminalistic Unit is composed of five employees and is responsible for analyzing all blood alcohol, toxicology and drug submissions, forensic biology sample (DNA) analysis, paint, fiber and hair comparisons, firearms/tool mark examinations and fire debris analysis.



Jennifer Valdez - Criminalist (Toxicology)



## FORENSIC SERVICES DIVISION (CONTINUED)

### Property and Evidence Unit

The Property and Evidence Unit is responsible for the proper storage, maintenance, and release of all evidence and property collected by the department. The unit consists of one supervisor, three property and evidence technicians, one police support data entry specialist, and one volunteer.

The property unit is responsible for the proper handling and storage of all found and lost property, and all evidence collected from crime scenes. The Property and Evidence Unit maintains three in-house storage facilities and multiple off-site holding facilities. They are also responsible for the control and storage of vehicles that are impounded as evidence.

### 2003 Accomplishments

- Criminalist Steve Valdez was elected as President to the Southwestern Association of Forensic Scientists to serve a three-year term on the Board of Directors.
- Laboratory Manager Steve Garrett received the James Zotter Award for outstanding dedication and contributions to the Southwestern Association of Forensic Scientists and Forensic Science.



(Holding certificate in front L to R) Lindsey Williams, Kathleen Gilbert

(Back row L to R) Mark Carpenter, Tracie Fife, David Jacobs, Fran Janowicz, Elizabeth Williams, Penny Dechant

- The DNA section received an NIJ grant for \$224,311 to buy equipment and supplies to perform DNA work on 'no suspect' felony backlog cases.
- The latent print section installed the necessary equipment and established procedures to connect to IAFIS, which now allows them to directly search latent prints through the FBI fingerprint database.
- The division received an ACJC grant for \$96,000 to continue with the process of purchasing and implementing a Laboratory Information Management System (LIMS).
- The Criminalistic Unit started a pilot toxicology program for the analysis of urine samples for drug content.
- The division conducted an intensive 80-hour Crime Scene School that included students from five different agencies.
- The Crime Scene Unit was accredited by the American Society of Crime Laboratory Directors/ Laboratory Accreditation Board. They are the first crime scene unit to receive this recognition in the State of Arizona and the eighth to receive it in the country.

### Forensic Services Division 2003 Statistics

- Photo processed.....41, 112
- Latent print cases.....1,824
- Latent print comparisons.....6,876
- Drug seizure analyses .....3,495
- Blood analyses.....2,301
- DNA/trace analyses/ firearms.....230
- Footwear comparisons .....312
- Arrest packages processed .....8,337
- Crime scenes handled by CSSs.....3,467
- Items impounded .....31,411
- Items released.....19,296



## PLANNING, RESEARCH & ACCREDITATION DIVISION

The Planning, Research and Accreditation Division is under the direction of Manager Will Davis.

The Planning Research and Accreditation Division was created in February 2003 as a result of reorganization within the Administrative Services Bureau. The original Planning and Research Unit was combined with the Accreditation Unit to create the new "Planning, Research & Accreditation Division".

This division is a necessary resource for the Chief's Office, and is responsible for completing special projects, performing policy development, monitoring trends and issues related to policing, coordinating accreditation compliance and managing the Department strategic planning efforts.

### 2003 Responsibilities

- Strategic Planning
- Project Management
- Policy Development
- Monitor Accreditation Compliance
- RFP Development & Contract Management
- Grant Research & Management
- Needs Assessments & Program Evaluation
- Statistical Reporting for the Department & Citizens
- Best practices research and benchmarking with other agencies
- Maintain Department Library of resource documents
- Coordinate Department Council Action Reports
- Administrative Reports, Surveys & Special Projects

### 2003 Accomplishments

- Production of 2003/04-2007/08 Strategic Plan.
- Production of 2002 Annual Report.
- Completion of Mock CALEA Accreditation Assessment.
- Completion of Successful CALEA On-Site Accreditation Assessment.

- Contributed to Development of Technology Request For Proposal for New RMS & CAD Systems.
- Developed a Strategy Review Process & Tracking Spreadsheet for Progress on the Strategic Plan.
- Completed Several Research Reports for the Chief's Office.
- Developed & Distributed a Total of 56 Policies.
- Redesigned the Department's Patch Information Card.
- Implemented a Department Library for Resource Materials.
- Hosted International Association of Law Enforcement Planner's (IALEP) South West Chapter, Quarterly Training Conference.
- Debi Allemang received certification as an Advanced Law Enforcement Planner through the IALEP.



### 2003 Strategic Planning Process

In April 2003 the Department initiated a collaborative Strategic Planning process collecting input from 60 members of the Police Department, as well as representatives from several City Departments, including the City Manager's Office, Emergency Services, Information Systems, Human Resource Systems, Neighborhood Services, and the Office of Diversity and Dialogue. Citizen input on the Strategic Plan also was solicited during a series of three open Community Forums hosted by the Chief of Police.

Issues identified during the process were assessed, discussed and defined in a series of planning meetings, resulting in the development of six recommended Strategic Directions for the Department: Reduced Crime, Organizational Excellence, Strengthened Relationships, Strengthened Homeland Defense, Advanced Technology Solutions, and Enhanced Facilities. In support of these Strategic Directions,



the Department identified and defined 106 individual Strategies, which are positioned on a 5-year calendar in the final Strategic Plan. The Plan serves as a "roadmap" that will steer the Department for the next 5 years and assist with resource allocation and budget planning. It will be continually reviewed and updated as community issues, organizational goals and the economy continue to change.

### Implementation & Evaluation

Progress toward the Strategic Plan is reviewed and tracked using an internal tool that is updated as implementation steps are completed. The tracking tool contains detailed information about Department objectives, strategies, measures of success, timelines and accountability. The Planning, Research & Accreditation Division uses the tool to create Quarterly Progress Reports that are monitored by management during quarterly meetings.

The 5-Year Strategic Plan is reviewed and updated on an



annual basis, coinciding with the City's annual budget review cycle. The Department's overall objectives and 5-year strategies are assessed and reprioritized if necessary, based on operating expenses, service indicators, crime statistics, or special initiatives. A new Annual Action Plan is created each fiscal year based upon the outcome of the review and revision of the 5-year plan. This process ensures reliability of the Strategic Plan and Annual Action Plan documents as tools that can be used for annual operating budget development, Capital Improvement Project (CIP) development, and equipment and personnel planning.

An Annual Performance Report is prepared each fiscal year and is published to the Department website to provide public access. The report provides a progress and status report for each of the individual strategies presented in the annual Strategic Plan.

### **Accreditation Unit & Policy Development Unit**

These two units are responsible for development and issuance of department policies and orders and ensuring compliance with 444 standards of excellence set forth by the Commission on Accreditation for Law Enforcement Agencies (CALEA). CALEA is the only organization that accredits law enforcement agencies on an international basis. CALEA is comprised of Commissioners from law enforcement and private industry, and develops its standards based on worldwide "best practices".

On November 19, 1994, the Scottsdale Police Department became the 317th law enforcement agency in North America to achieve international accreditation through CALEA. This prestigious status was valid for three years, after which, the department underwent successful re-accreditation assessments in 1997 and 2000.

In 2003 the department once again underwent the scrutiny of CALEA Assessors in seeking its third re-accreditation and its ninth consecutive year as an Accredited Police Department.

Police Aide Kathleen Stamatis was assigned to the unit to coordinate file preparation. A first-rate team was assembled from employees across the department - Officers Chet Anderson and Mark Toschik, Sergeant Bradley Beaman, Dispatchers Lisa Bennett and Stephanie Hartmann, Officer Recruit John Zarro, Policy Development Specialist Teri Wardell and Police Analyst Connie Wyckoff. Assisting the team was Detention Officer Allen Hale, Officer Ben Roberson, Lieutenant Steve Yturalde and Captain Burl Haenel.

The team tackled the demanding task of editing 444 standards files, which included obtaining proofs of compliance for 2001, 2002 and 2003 from all divisions of the department; interpreting and highlighting the specific compliance statements on each proof; developing and revising policy (General Orders and Operations Orders); and removing irrelevant documentation. It was also necessary to develop a Style Manual to ensure consistency within each file; identify and resolve outstanding issues with the 2000 assessment; identify and resolve outstanding issues with the mock assessment; prepare

Standards files to be mailed to the assessors; and update the CALEA database on a daily basis.

Additional employees were assembled for the static display, interviews, tours, ride-alongs, accommodations and transportation, and workspace accommodations, including:

Detention Officer Lorenzo Acosta  
Records Manager Paul Bentley  
Special Srvc Tech Tony Brewer  
Sgt. Bryan Brown  
Sgt. Bruce Ciolli  
Sgt. Eric Duggan  
Special Srvc Mgr. Tom Dworzanski  
Officer Amii Fairfield  
Exec. Secy MaryAnn Gazdzik  
Lt. Steve Gesell  
Lt. Tony Gibson  
CSS Kathy Gilbert  
Lt. Tom Henny  
Sgt. Tom Hill  
Records Supv. Kathy Jackson  
Special Services Tech Phil Jensen  
Officer George King  
Sgt. Dave Larson  
Detective Ron LeDuc  
Lt. Tony Markos  
Special Srvc Tech Chris McDowell  
Special Srvc Tech Miguel Medrano  
Comm. Manager Tom Melton  
Detective Kim Miller  
Detective Scott Much  
Lt. Frank O'Halloran  
Detention Mgr. Glen Olson  
Officer Jeromie O'Meara  
Sgt. J.R. Parrow  
Officer Dave Pubins  
Property Mgr. Ken Racine  
PCIS Manager Phil Riccio

## PLANNING, RESEARCH & ACCREDITATION DIVISION (CONTINUED)

Detective Grant Romney  
Officer Gary Sheldon  
Officer Kary Sitzmann  
Detective Rich Slavin  
Lt. Jeff Smythe  
Sgt. Mike Snader  
Officer Jack Taylor  
Comm Rel Officer Chris Vassall  
Sgt. Jeff Walther  
Detective Ron Windsor  
Captain Bill Wilton

These team members worked extended shifts and on their days off in order to meet the due date. Their hard work and dedication to the department resulted in a successful reaccreditation in December 2003!



(Front L to R)  
Chet Anderson, John Zarro

(Back L to R)  
Assessor Clark, Assessor Cruz, Assessor Hoffman, Will Davis, Kim Miller, Brad Beaman, Teri Wardell, Mark Toschik, Kathleen Stamatis

### 2003 Highlights

- The team gathered well over 1000 proofs of compliance for the on-site assessment.
- Prioritized Policy Development for Accreditation needs and, through streamlining and fast tracking, pushed through 25 critical policies in three months, (normally a nine month time frame).
- The Policy Development Unit distributed a total of 56 policies. Out of those 56 policies, 26 were distributed in a 3 1/2 month period in anticipation of the CALEA onsite.
- Earned nomination for Chief's Award of Excellence for the Team category.



## **Why Be Accredited?**

**Accreditation Recognizes Professional Excellence**

### **Verification of Excellence**

Every 3 years the Scottsdale Police Department undergoes a rigorous onsite inspection by CALEA-trained law enforcement practitioners from around the nation. The assessment, lasting 3-4 days, puts the department under a microscope to verify its compliance with the CALEA standards.

### **Greater accountability within the agency**

Accreditation standards give the Chief Executive Officer a proven management system of written directives, sound training, clearly defined lines of authority, and routine reports that support decision-making and resource allocation.

### **Increased Community**

**Advocacy** Accreditation embodies the precepts of community-oriented policing. It creates a forum in which police and citizens work together to prevent and control challenges confronting law enforcement and provides clear direction about community expectations thus providing better public services.

**Support from government officials** Accreditation provides objective evidence of an agency's commitment to excellence in leadership, resource management, and service-delivery. Thus, government officials are more confident in the agency's ability to operate efficiently and meet community needs.

**Controlled liability insurance costs** Accredited status makes it easier for agencies to purchase police liability insurance; allows agencies to increase the limit of their insurance coverage more easily; and, in many cases, results in lower premiums.

### **Stronger defense against lawsuits and citizen complaints**

Accredited agencies are better able to defend themselves against lawsuits and citizen complaints. Many agencies report a decline in legal actions against them, once they become accredited.



## POLICE RECORDS & ANALYSIS DIVISION

The Police Records & Analysis Division is under the direction of Manager Paul Bentley and includes the Records Unit and the Crime Analysis Unit.

### Records Unit

The Police Records Unit serves as the central repository for all police reports and related records. The unit is responsible for maintaining strict accountability for all police reports, accident reports and citations. The Records Unit is comprised of 29 positions that provide support to officers and other law enforcement agencies, including the courts and prosecutors. The Records Unit provides criminal history information and 24-hour warrant coverage.

### 2003 achievements

- Re-engineering of the Records and Analysis Division through the establishment of workplace norms, team building, and workflow process initiatives to include comprehensive analysis of all job functions, development of a new training program, and continual review and update of the Division Operation Orders.
- Project Management for the department Allocation, Scheduling and Deployment study.

Completed the Request For Proposal process and established the partnership with Northwestern University Center for Public Safety to successfully complete this project.

- The Records & Analysis Division Manager facilitated strategic planning sessions internally, for the department and for the city.
- Partnered with the Traffic Enforcement Section to implement a training phase of the electronic report request system.
- Records Supervisor Glenda Hanks was awarded the Chief's Award of Excellence for Civilian Supervisor of the Year.

- The Records Unit was nominated for the Chief's Award of Excellence Team Award, who through their efforts, contributed significantly to the improvement of the organization.

### 2003 Statistics

- Reports processed .....35,814
- Citations processed .....50,757
- Field Interview Cards .....18,479
- Warrants Received .....4,020
- Warrants Cleared.....3,551
- Orders of Protection/ Injunctions against Harassment.....396



## Crime Analysis Unit

**Mission:** The Crime Analysis Unit (CAU) works as an analytical resource to prevent and suppress crime and facilitate the apprehension of criminals for the citizens of Scottsdale.

Crime rate per 1,000 population has steadily decreased in the last ten years, based on Part I crimes (Uniform Crime Report, Federal Bureau of Investigations).

### 2003 Highlights

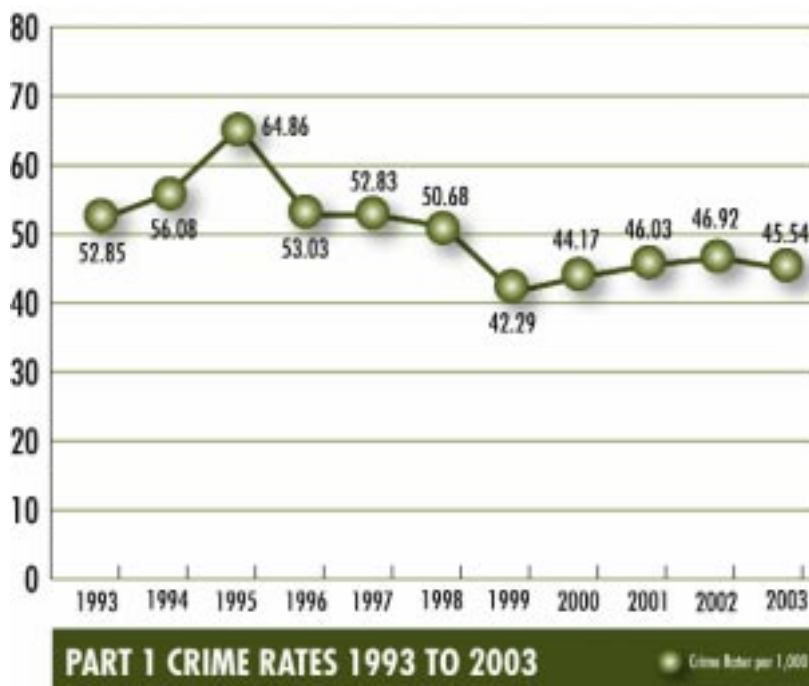
- Continue to assist on the “Rock Burglary” Task Force. The rock burglaries, named for the method of entry, have plagued the Phoenix Metro area for over ten years. CAU facilitates in the time series analysis and detailed research into each occurrence.
- As criminals know no boundaries, analysts around the valley meet regularly to share information regarding crime trends. This has proven to be a very effective tool in identifying suspects and clearing cases based on arrests.
- In continued support of detectives and patrol officers, the CAU

provides spatial analysis (crime maps) with current criminal activity. This information can guide the deployment of resources and focus efforts to ‘hot spots’ of activity.

- In addition to monthly reports, CAU handles over 300 special requests every year. Requests come from within the agency and externally from the citizens. CAU offers timely information on the Scottsdale Police Department web page. [www.ScottsdalePD.com](http://www.ScottsdalePD.com)
- Supports Community Policing with problem solving strategies through extensive research, resource

detection and problem identification.

- Involved in outreach and educational programs through post-academy and field training of officers and Citizen’s Academy for citizens.
- Crime Trends (COMSTAT model)
  - develops monthly presentation of an overall view of criminal activity in the City of Scottsdale. This information-sharing process facilitates the identification and (often) the apprehension of people identified.



## SPECIAL SERVICES DIVISION

The Special Services Division (SSD) consists of 6 non-sworn employees and is headed by Manager Tom Dworzanski.

The Special Services Division is one of the most diverse sections within the department, and consists of the following four units:

- **Quartermaster Services Unit** - Responsible for issuance of vouchers, uniforms, officer equipment, office supplies, the dry cleaning contract, and officer support during contingency operations.
- **Fleet Logistics Services Unit** - Manages the police vehicle fleet, installation of emergency equipment, and assignment/replacement of vehicles.
- **Communications Support Services Unit** - Responsible for radio programming, repair, installation, portable/mobile radio system troubleshooting, reception issues, computer/modem programming, in-car installation, repair, and all wireless equipment utilized within the police department.

- **Support Services Unit** - Responsible for custodial and maintenance for all police department off-site facilities; responsible for equipment transport and the delivery and warehousing of uniforms and equipment.

### 2003 Statistics

- Portable/mobile radios serviced or repaired .....1,673
- Modems and computers serviced or repaired .....1,370
- Radios, modems, security cards, and laptops programmed.....1,218
- New/replacement vehicles rotated into service.....51

### 2003 Accomplishments

- Initiated upgrades to mobile computing by installing 75 key backlit computers into the patrol fleet.
- Brought the new XTS 5000 portable/digital radios into service.
- Facilitated the conversion of all Crown Victoria patrol car gas tanks to fire retardant fuel cells/bladders.

- Assisted in the reprogramming of all PD portable and mobile radios under Project Utopia with Maricopa County Wireless staff.
- Briefed and updated patrol squads on radio, laptop, vehicle, and equipment issues throughout the year.
- Volunteer Sol Furman, assigned to the Special Services Division, was named the Police Department Volunteer of the Year for 2003.

## TECHNOLOGY SERVICES DIVISION

The Technology Services Division (TSD) consists of the Systems Administration & Support Unit and the Communications Technology Unit and is managed by TSD Director Joe Hindman.

### 2003 Responsibilities

- Security and maintenance of police computer systems
- Police Records Management system (RMS)
- Computer Aided Dispatch (CAD) maintenance and upgrades
- SmartZone Radio maintenance, upgrades and future planning
- Police laptop, network and server support
- Access to other criminal history databases (e.g. PACE, AZAFIS, ACJIS, NCIC and MVD)
- Collaboration with other agencies (Scottsdale Criminal Justice Team, Arizona Criminal Justice Commission, Arizona DPS, ADOT)
- Needs assessments and program evaluation
- Capital Improvement Project development
- RFP development and contract management
- Project management

### Systems Administration & Support Unit

#### 2003 Highlights

- Designed & implemented an arrest information report to support the city compliance for the Neighborhood Victim Advocacy law.
- Redesigned the PD Citation Transfer process, eliminating hundreds of lines of code and providing better error checking.
- Created installable package of RMS client and firewall software to allow IS personnel to install RMS as needed.
- Performed analysis of the annual Unisys invoice for RMS hardware maintenance.
- Designed new Arrest Transfer process to transfer specific RMS arrest records to court.
- Created a report for Records Unit statistics of RMS data entry information to be utilized by managers/supervisors in support of staff performance measures.
- Coordinated installation and training with the FBI for the Rapid Start database for VCU (program designed by the Feds for missing children to track leads and info).
- Prepared training presentation and administered CityWatch training for Admin Staff and Neighborhood Resources team.
- Upgraded/installed/maintained CityWatch system and database.
- Installed/performed training for K9 KATS software database.
- Handled all PD computer inventory/replacements/additions.
- Updated the PD server (Corpsdapps01) with security patches from Microsoft.
- Distributed new Panasonic laptops and assisted officers as they became acclimated.
- Performed analyses of our servers and their available space, and completed 'cleanup/delete' procedures.

## TECHNOLOGY SERVICES DIVISION (CONTINUED)

- Worked with IA to move files to their new database, IA TRAK.
- Converted all MDC passwords for all PD personnel from SSN to Webtime login.
- Provided instruction and training during the Sergeant's Development Course on technology and RMS.
- Installed new Polygraph software, tested and calibrated the Polygraph machine.
- Met with AIU to install updated MDC software and provided training/ installation of new ASPEN software for Commercial Vehicle Inspections.
- Worked with IS in designing and implementing the PIRP (Police Incident Reporting Program) on-line reporting tool for officers.
- Revised the RMS Maintenance Contract, reducing the scope of work and saving the department approximately \$25,000 in maintenance fees per year until the new RMS is implemented.
- Developed the specifications for the Warrant Transfer Project that would have allowed common Warrant data elements entered into the Court AZTEC database to be electronically transferred to an RMS queue.
- Developed the specifications for a bar-coding system to be used for capturing information for impounded property and to record historical impounded property description and storage location.
- Coordinated efforts between SPD Domestic Violence Unit and DPS to centralize all Sex Offender information from all valley agencies into one database.
- Coauthored and developed Police Integrated Systems RFP along with other TSD staff.
- Reviewed usage of HTE software and discontinued maintenance, saving the City approximately \$20,000 in operating fees.
- Provided space on the Family Advocacy Server for Investigative database shared between Sex Crimes and Domestic Violence, reducing the load on the main PD servers.
- Completed the 2003 Computer Systems Security Audit.
- Set up plan to minimize failures by providing redundancy to Police Firewall Systems.
- Worked with IS to develop systems architecture for Lab Inventory Management System.
- Set up plan for PACE migration to TCP/IP.

### 2003 Statistics

- New projects and tasks .....176
- Completed projects and tasks .....157
- On-going projects and tasks .....938
- Projects and tasks turned down or sent to other work units.....22



## Communications Technology Unit

### 2003 Highlights

- Scheduled and assisted Maricopa County with preventative maintenance and reprogramming of all department radios.
- Wrote the RFP for Voice Radio Consultant.
- Installed the District 3 Dispatch CAD workstation in Communications.
- An in-depth review of Department-wide outside phone lines resulted in a monthly savings of over \$2,000.00.
- Assisted with the Contingency Plans for the acquisition of the Fire Department.
- Worked with Maricopa County to ensure timely responses to officer radio issues.
- Developed a communications plan for the proposed municipal fire department.



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To share commendations or concerns, you may e-mail the  
Internal Affairs Unit at: [spdia@ScottsdaleAZ.gov](mailto:spdia@ScottsdaleAZ.gov)

### **Employment Information**

Contact City of Scottsdale Human Resources at  
(480) 312-2491. You may also call the Police Department  
24-hour job hotline at (480) 312-5033 for taped  
information of current positions available or visit our  
website at [www.ScottsdaleAZ.gov](http://www.ScottsdaleAZ.gov).

### **Volunteer Information**

Contact the Police Department Volunteer Coordinator  
Office at (480) 312-5051.